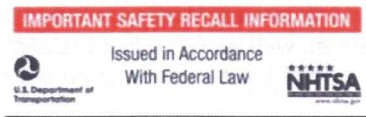


November 10, 2020



This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

RE: NHTSA RECALL 20E071 for Dometic R1731, R2131 and S31 recreational vehicle cooking stoves.

Dear Valued Dometic Customer;

Dometic Corporation has determined that a potential defect, which is related to motor vehicle safety, exists with respect to the **R1731, R2131 AND S31 cooking stoves** manufactured between May of 2018 and July 9th, 2020. Dometic's records show that some of the product, ("cooking stoves") listed below were purchased by your company and may either be in your inventory or have been installed in an RV that your company sells. Dometic apologizes for the inconvenience that this places on your business and the requirement that you now have, per 49CFR Part 573, to initiate your own recall to handle these products.

Please Note: that as of this notice it is unlawful for you to sell a product that is installed but not sold or is in your inventory before it has had the remedy applied to the product.

Dometic is advising you to locate ALL of the following models of recreational vehicle cooking stoves and quarantine those that have not been installed in an RV or that are still in your inventory. Further, you will need to collect model, serial #, and VIN # of ALL RV's that have been shipped with these model cooking stoves installed and provide that list to Dometic Corporation as early as possible. The following models may be in your inventory.

R1731 with suffixes BBPFBO, BBPCMO, BBPFBR, BBPFMO, BDICMO, BSPCMO, BSPCMR, BSPFBO, BSPFBR, BSPFMO, BSPFMR, SLICMO, SSPCMO, SSPFBO, SSPFBR, SSPFMO, AND SSPFMR
R2131 with suffixes BBPFBO, BBPCMO, BSPCBO, BSPCMO, BSPFBO, BSPFMO, BSPFMR, SSPCMO, SSPFMO,
S31 with suffixes BMFBO, BPFBO, SPCMO, SPFMO

Further, the serial number range of the **R1731 and R2131** Cooking Stoves that are in the population of the potentially defective units is **between 81897193 through Q2799381**.

Also, the serial number range of the **S31 Cooking Stoves that are in the population of the potentially defective units are between SU02100001 – SU02100100, SU93600001 – SU93600300, SU82200001 – SU83900100, and SU93400001 – SU93400100.**

Dometic is working on, but has not identified, a remedy for this potential defect at this time, but will advise you when a remedy kit is available. **Please do not make any attempt at a repair until factory specifications and a remedy kit are forthcoming.** Any remedy that Dometic employs to mitigate the gas leaks at the saddle valve to manifold connection will include a remedy kit, instructions, a mandatory recall response card (to be filled out at the time of repair), and specific requirements that an authorized service center must install the remedy free of charge to the end use customer. All remedy applications at the OEM will require that the recall response card be filled out and returned to Dometic when the remedy is applied. The remedy recall response card is an essential requirement to protect both the OEM and Dometic in the record keeping and reporting of the recall remedy process to NHTSA.

Please advise all of your dealer body organizations, **that as of this notice, it is unlawful for them to sell a product that is installed but not sold to an end user or is in their inventory before it has had the remedy applied to the product.**

Further, we understand that you may have sold and shipped product ahead of this notice. We are willing to participate in supporting you, if you would like for us to do that, by distributing the same remedy packets to your end-use customers. Whether you choose to allow us to conduct this remedy campaign for you or whether you elect to conduct the campaign on your own, please provide Dometic with lists of customers, the vehicle type, VIN number, and other pertinent information needed to contact these customers so that we may keep appropriate records of users as well as remedies installed and so that we may comply with our reporting responsibilities to NHTSA. In any event, see section below entitled "**What you need to do.**"

THE PROBLEM:

If you have built an RV or in some cases a boat and have installed an R1731 or R2131 or S31 "cooking stove" a gas leak may occur at the joint between the gas saddle valve for the burners and the manifold under the burner surface. Although, this is located inside the "cooking stove" enclosure we have had multiple complaints of "gas smell" and one incident where the piezo igniter and one control knob was distorted by the temperature rise within that enclosure. Our data indicates, and Dometic believes that these leaks are a result of field adjustment and overtightening of securement bolt for the saddle valve to manifold connection. Nevertheless, Dometic is addressing this by initiating a recall and applying a remedy to this population of R1731, R2131 and S31 "cooking stoves".

What Dometic Will Do:

Dometic is aggressively approaching all OEM's, Dealers, Retailers, and End Users with Certified Letters, (for which they must sign), defining the product, models, population, and directions on action to be taken.

The remedy will consist of 1) instructions 2) remedy kit 3) Recall Response Card to be filled out and returned at the time of remedy application. **Again, Dometic is supplying this recall remedy at no charge.**

If you are unsure, call 888-943-4905 or 574-389-3713 or go to www.Dometic.com to confirm that your R1731 or R2131 or S31 is within the population of Recalled units for Recall 20E071.

What you need to Do:

Pursuant to NHTSA regulations, 49CFR 573.6, upon receipt of this notice, the OEM must file its own Defect Report to NHTSA. If any of the vehicles in which the "cooking stoves" are installed are to be sold into Canada, you should also submit a defect report to Transport Canada.

Please make sure that you send Dometic an inventory of ALL units with one of these products in your stock, so that we can apply the remedy expeditiously. **The remedy is being supplied at no charge.**

If you would like to have Dometic's recall management company, Stericycle, assist in the recall notification process please provide a listing in excel format via email to Dometic9083@stericycle.com. The listing should contain the Customer Name, Address, City, ST, Zip Code, Phone # (if available), and Vehicle VIN #. We understand that the list will be used solely for the purposes of this recall. The list should be split into two distinct groups:

1. Dealers
2. Owner/End Users

If you have any questions, please call us at call 888-943-4905 or 574-389-3713.

Sincerely;

Patrick N. McConnell
Dometic Corporation
Director Product Safety, Compliance, & Engineering Services
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Elkhart, IN 46516