



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, within the VIN reference list attached
NHTSA Recall No. 22V400

August 16, 2022

Dear Off Grid Trailer Customer,

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

Off Grid Trailers has decided that a defect, which relates to motor vehicle safety exists in certain 2021-2022 Expedition, Pando, and Switchback travel trailers equipped with certain Dometic CE99-ZF and P18022 2-burner cooktops that were manufactured between August 1, 2020, and June 30, 2021.

WHY DOES MY VEHICLE NEED REPAIRS?

The Problem:

The user of a recreational vehicle may become aware of the potential safety-related defect during operation of the cooktop. The burner control valve, mated directly to the control knob via the valve stem, may leak gas. This gas will leak directly into the recessed portion of the cooktop, where the knobs and ignitor are located, and may be ignited by the active burner(s). The ignition will result in a small pilot flame directly at the control knob.

The Risk:

There is an increased risk of injury and fire.

Affected Units:

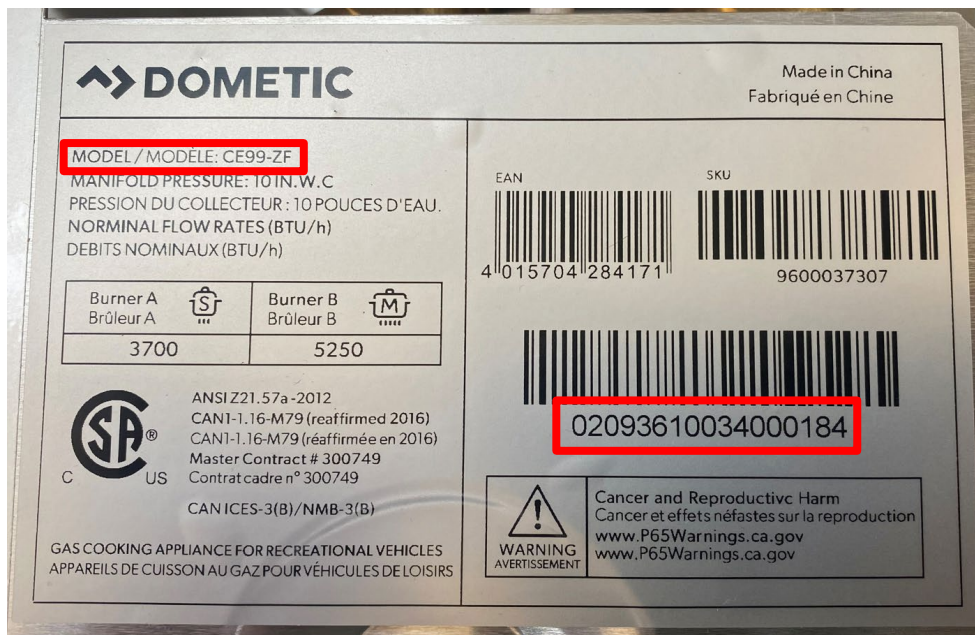
The recall population consists of cooktop models CE99-ZF and PI8022 with the affected serial numbers indicated below.

- CE99-ZF: Cooktop with two burners and safety glass cover
 - o 02093610034000001 – 02093610034000600
 - o 11993610034000001 – 11993610034000510
 - o 12593610034000001 – 12593610034000500
- PI8022: Cooktop with two burners and safety glass cover
 - o 11093610034600001 – 11093610034600550
 - o 12393610034600001 – 12393610034600550
- IF YOU OWN ONE OF THE UNITS SHOWN ABOVE, YOU MUST IMMEDIATELY SHUT THE GAS OFF AT THE RV LP TANK REGULATOR. THEREAFTER, DO **NOT** ATTEMPT TO USE LP GAS WITHIN THE RV UNTIL THE COOKTOP HAS BEEN REMEDIATED IN ACCORDANCE WITH THIS RECALL.

- **DO NOT ATTEMPT TO REPAIR THESE COOKTOPS ON YOUR OWN. ANY REPAIR OR REMEDY SHOULD BE PERFORMED BY A DOMETIC-QUALIFIED SERVICE TECHNICIAN.**

How do I know if my cooktop is part of the 22E021 NHTSA recall?

1. Find the CE99-ZF or PI8022 model number and serial numbers by locating the nameplate on the unit, underneath the cooktop, visible when the cooktop is raised (see below). To locate on your Off Grid Trailer please reference: <https://www.youtube.com/watch?v=ucGmxx78WCs>
2. If you are unsure, call 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com to confirm that your CE99-ZF or PI8022 series cooktop is one in the population of recalled units for Recall 22E021.



How do I remedy my CE99-ZF or PI8022 cooktop with the Dometic remedy without cost?

1. Make sure you keep this notice.
2. **DO NOT ATTEMPT REPAIR ON YOUR OWN: FOLLOW THE INSTRUCTIONS ABOVE IF YOUR UNIT IS AFFECTED BY THIS RECALL.**
3. Contact any Dometic authorized dealer/service center, call the Dometic Recall Hotline at 888- 943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com. They will direct you to a Service Center to have the remedy installed on your RV or Boat CE99-ZF or PI8022 cooktop so that the leak from this potential safety-related defect will not occur in the future.

4. The remedy will be available for field installation at Dometic authorized service centers or participating OEM locations after May 13, 2022 and will be installed at **NOT COST** to you. The remedy for an affected unit will be a complete replacement of the cooktop. The Dometic Authorized Service Center will install the remedy for you. This repair will take approximately one and a half hours to complete.
5. **DO NOT ATTEMPT TO MAKE THE REPAIR YOURSELF. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CREATE A GAS LEAK THAT COULD CAUSE SERIOUS INJURY OR DEATH FROM A GAS EVENT.**
6. There is a **RECALL RESPONSE CARD** with each **RECALL REMEDY KIT**. Make sure that the service center or dealer fills in the 22E021 Cooktop Recall Response Card and sends it back to Dometic Corporation. The Recall Response Card is already set up with postage for return.

What if my affected CE99-ZF or PI8022 cooktop was repaired prior to the recall?

1. Make sure you keep this notice.
2. Please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com and provide us with the serial number information for the unit, a picture of the data plate confirming the serial number as shown above and a copy of the original receipt for the repair.
3. Reimbursement for parts and labor will be provided.

If YOU no longer own the RV or Boat with the CE99-ZF or PI8022 cooktop:

If you are no longer an owner of a RV or Boat that has a CE99-ZF or PI8022 cooktop, please call the Dometic Recall Number 888-943-4905 or 574-389-3713 or email Recall.Cooktop.22E021@Dometic.com and provide us the name and address of the new owner, dealer, service center, or whomever you delivered the RV or RV appliance to. We would greatly appreciate you furnishing us with this information so we can follow through with notification to the subsequent owner.

Alternatively you can contact Off Grid Trailers as follows:

Website: <https://offgridtrailers.com/claims/>

Phone: 1-800-786-3221 or 1-587-570-8687 Attn: Doug Bewick

Mail: Off Grid Trailers 6322 Roper Rd NW, Edmonton, Alberta, Canada T6B 3P9 Attn: Doug Bewick



What if you have already paid for this repair?

1. Make sure you keep this notice.
2. Please call the Dometic Recall Number 888-943-4905 or 574-389-3713 or email Recall. Cooktop.22E021@Dometic.com and provide us with the serial number information for the unit, a picture of the data plate confirming the serial number as shown above and a copy of the original receipt for the repair.
3. Reimbursement for parts and labor will be provided

If you are a Lessor:

Federal law requires that you forward a copy of this safety recall notice to the Lessee within 10 days

You may receive more than one mailing regarding Recall 22E021:

To reach as many customers as possible who own a RV or Boat with the Dometic CE99-ZF or PI8022 cooktop installed, Dometic Corporation and the original equipment manufacturers of RV's and Boats will each send notifications, which ALL pertain to the same single recall (22E021).

One Final Request:

Dometic Corporation appreciates your business and is committed to your safety. Before you forget, please check to see if your CE99-ZF or PI8022 cooktop is one of the models shown above and if it is in the recall population. Follow these instructions so that you remain safe, and your cooktop gets the proper remedy applied.

On a Personal Note:

Dometic Corporation sincerely apologizes for any inconvenience that this may have caused. We are dedicated to developing innovative products that are safe to use, serve the needs and enhance the experience of our mobile customers. Thank you for this opportunity to serve you.

Sincerely,
Tyler S. See
Head of Product Safety

Dometic
Corporation 5155
Verdant Dr.
Elkhart, IN 46516



On behalf of Off Grid Trailers, we apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

Off Grid Trailers – Customer Service and Warranty

www.offgridtrailers.com