

Part 573 Safety Recall Report

23V-321

Manufacturer Name : Outback customs,LLC**Submission Date :** DEC 13, 2023**NHTSA Recall No. :** 23V-321**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Outback customs,LLC

Address : 8333 SW 29th Street

Oklahoma City OK 73179

Company phone : 745-6666

Population :

Number of potentially involved : 5

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 CIMARRON HORSE TRAILER

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Dometic became aware of warranty leak claims in May of 2020 and began an investigation to determine if leaks were being caused by a defect that had not enunciated from 2018 until 2020. Dometic also reviewed the manufacturing processes in both the initial subcomponent factory that builds the manifold and saddle valve assembly and the finished goods assembly factory in Greenbrier, TN. During that initial investigation Dometic was only aware of one OEM that filed warranty leak claims and it was determined from facts gained during evaluation through August, 2020 that these claims were being caused by field tampering of the stoves at installation or by the end user.

In Late August and early September 2020 Dometic became aware of three additional OEM's experiencing "gas smell" claims; Dometic had also been contacted by an RV leasing company that had experienced "gas smell" claims, and actually had observed the ignition incident previously noted. As of the date of this filing there have been 49 claims of possible valve leakage in these products. A Safety Escalation Meeting was held on September 17th identifying the claims that have arisen, and although the facts have led to the findings that the leaks are largely due to field tampering, Dometic decided to file a Potential Defect Notification Report to NHTSA for the manifold and gas saddle valves for the R1731, R2131 and S31 series stoves.

Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available

Production Dates : AUG 29, 2018 - MAY 30, 2019

VIN Range 1 : Begin : 5pahg2722kc011859 End : 5pahg2722kc012221

 Not sequential

Vehicle 2 : 2018-2020 ELITE HORSE TRAILER

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Dometic became aware of warranty leak claims in May of 2020 and began an investigation to determine if leaks were being caused by a defect that had not enunciated from 2018 until 2020. Dometic also reviewed the manufacturing processes in both the initial subcomponent factory that builds the manifold and saddle valve assembly and the finished goods assembly factory in Greenbrier, TN. During that initial investigation Dometic was only aware of one OEM that filed warranty leak claims and it was determined from facts gained during evaluation through August, 2020 that these claims were being caused by field tampering of the stoves at installation or by the end user.

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Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available.

Production Dates : DEC 18, 2018 - MAY 13, 2020

VIN Range 1 : Begin : 5MKWG3020K0018417 End : 5MKWG332XM0019430 Not sequential

Description of Defect :

Description of the Defect : The defect enunciation can occur in a mobile environment, such as a recreational vehicle or marine vessel, when, generally after an install or usage period of 3-6 months, the installer, occupant, or user of the appliance smells gas and apparently attempts to tighten the securement bolts that hold one or more of the stove saddle valves in place and sealed to the manifold. This action may result in the overtightening of the securement bolt for the saddle valve which may cause damage to the o-ring seal between the saddle valve and the manifold resulting in a continuous gas leak that is readily detectable from the smell.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The overtightening of the saddle valve securement bolt onto the manifold of the stove may cause a gas leak which may ignite and cause a fire. Dometic has

Description of the Cause : had one instance of ignition and damage to the piezo igniter and one control knob, although the ignition was contained within the stove enclosure. There has been no damage to adjacent or surrounding combustible materials.

Identification of Any Warning that can Occur : Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available. Please read the uploaded Defect Notification that accompanies this Web notification

Identification of Any Warning that can Occur : The smell gas fumes are indicative of the identified leak.

Involved Components :

Component Name 1 : Saddle valve and Manifold

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : DOMETIC CORPORATION

Address : 5155 VERDANT DR.
ELKHART Indiana 46516

Country : United States

Chronology :

Outback Customs was notified on January 2, 2021. What we thought was doing the report, we did not because it did not go through on NHTSA site. We were not experienced, at doing this, it has been a learning process and still learning. We have since mailed out all the letters to the owners of the trailers. the date letters went out June 20th, 2023. this was because we did not know that our report did not go through on your portal. There have been no customers call to have their trailers repaired.

Description of Remedy :

Description of Remedy Program : 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.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : As the manufacture of the living quarters, we are going to send letters to the dealers or customers, to let them know about the Recall. Just as asoon as NHTSA approves.

Planned Dealer Notification Date : JUN 20, 2023 - JUN 20, 2023

Planned Owner Notification Date : JUN 20, 2023 - JUN 20, 2023

* NR - Not Reported