

Suburban recall

Pete D'Acosta <pete@capricamper.com>

Attachments

Thu, Mar 23, 3:43 PM

To: Jason, sales

Never have seen this before, but Suburban just sent us a safety recall notice (see attached) that affected only 6 of our campers, and two of them were sent to you. Could you please check your records for two Retreat long beds, VIN # CC02171410889 & 890.

In mid 2022, Suburban could not supply our standing order for 2-burner cooktops, so for one stretch of 4 weeks, we upgraded to the auto switch 2-burner cooktop. As I mentioned, we only ordered six of them and two of your campers included the upgraded auto switch cooktop.

Unfortunately, that is the model that Suburban is recalling. Suburban is standing behind every aspect of the recall so they will provide everything you need to replace the two that are in your campers. Every other camper we build has the manual start cooktop that is not part of the recall.

Very sorry for the inconvenience. If we can help facilitate the process, please let me know or simply call Suburban to start the process.

Thank you for your patience!
Hope everything else is going well!
Enjoy your day!
Pete

Pete D'Acosta
President
Capri Campers, LLC
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Bluff Dale, TX 76433
254-728-3226 (office)
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Suburban recall follow-up

Pete D'Acosta <pete@capricamper.com>

Attachments

Wed, May 10, 10:25 AM

To: Jason, sales

Hi Jason!

I hope you are doing well and I hope the last load of campers met with your expectations.

As I mentioned to you by email a few weeks ago, we have identified two of the campers that we sent you last year that have the recalled 2-burner cooktop with auto-start switch. Those camper VIN #s are CC02171410889, CC02171410890. We can tell from our interior photos that both of those campers have the auto-start switch.

I have attached a letter that we were asked to write and send to each owner. Your customer can swap the cooktop at your service center or any other authorized RV service center in the country at no charge, and Suburban will take care of it. Your customer will need to show them the attached letter and they will handle the exchange with Suburban.

I am very sorry for the inconvenience but safety is our number one concern. If you have any questions at all, please contact me any time.

Thank you for your understanding!

Enjoy your day!

Pete

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President

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April 24, 2023

IMPORTANT SAFETY RECALL
OEM CUSTOMER NOTIFICATION

This Customer Notification is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Capri Campers, LLC has been informed by Suburban Manufacturing that a defect which relates to motor vehicle safety exists in five 2022 Retreat truck bed camper units, equipped with an automatic start SDS2 – 2 Burner cooktop. The internal aluminum burner tubes connecting the gas valves to the cook top burners can fracture from excessive vibration or shock experienced in recreational vehicles. The burner tube could crack resulting a leak of propane when the top burner gas valve is opened to use the appliance. If ignited the propane could result in a fire and/or explosion which could result in personal injury. This auto-start cooktop was only installed in five Retreat units during 2022.

WHAT WE WILL DO

Capri Campers will work with Suburban to provide a remedy at no cost. Suburban will provide your dealer with work instructions to remedy the defective cooktops. If you had this repair completed prior to the recall, you may be eligible for reimbursement. You may submit receipts and reimbursement request to address, email, or online at (website). With proper documentation, Suburban will reimburse owners for the retail cost of an SDS2 cooktop if it was replaced prior to the issuing of this recall.

WHAT YOU SHOULD DO

Please contact your closest dealer to contact Suburban's Customer Service department at 423-775-2131 ext 7101 or via email at orders@suburban.com. To locate a dealer near you please search (Website) or call Capri Campers customer service at (254-728-3226).

Suburban will coordinate with your dealer about executing the prescribed remedy.

If after contacting Suburban's Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you no longer own this camper, please contact customer assistance at (254-728-3226).

We regret any inconvenience this action may cause you. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance to us. Thank you for your attention and cooperation in this matter.

Sincerely,
Capri Campers, LLC

Part 573 Safety Recall Report**23E-002****Manufacturer Name :** Suburban Manufacturing CO**Submission Date :** JAN 16, 2023**NHTSA Recall No. :** 23E-002**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Suburban Manufacturing CO

Address : 676 Broadway
Dayton TN 37321

Company phone : 866-645-0658

Population :

Number of potentially involved : NR

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Suburban Manufacturing

Model : SDS2 - 2 Burner Drop In Cooktop

Part No. : 3032AST

Size : NR

Function : NR

Descriptive Information : The recall production dates includes all production of the SDS2 cooktop to present.

Production Dates : JAN 16, 2018 - JAN 11, 2023

Description of Defect :

Description of the Defect : The internal aluminum burner tubes connecting the gas valves to the cook top burners can fracture from excessive vibration or shock experienced through RV trailer travel.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The burner tube could crack resulting a leak of propane when the top burner gas valve is opened to use the appliance. If ignited the propane could result in a fire and/or explosion which could result in personal injury.

Description of the Cause : The gas manifold at the control knobs can become loose over time due to excessive vibration. With excessive vibration the burner tubes can fail. Lab analysis of failed burner tubes indicate hardening of the aluminum burner tubes likely caused by repeated impact or the excessive vibration.

Identification of Any Warning that can Occur : The owner could possibly hear a louder than normal hissing sound or smell propane odor when the cooktop gas valve is turned to the "on" position. The control knob of the cooktop could appear to be loose and become difficult to operate.

Involved Components :

Component Name : Burner Tube

Component Description : Burner Tube - Aluminum

Component Part Number : 171996

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

NR

Description of Remedy :

Description of Remedy Program : NR

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 an vehicle equipment supplier, Suburban will notify the purchasers of this product by letter when approved by NHTSA.

Planned Dealer Notification Date : MAR 13, 2023 - MAR 13, 2023

Planned Owner Notification Date : MAR 13, 2023 - MAR 13, 2023

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported