



[Client Name]
[Client Address]
[Client Address]
[Client Address]

Par Nado inc DBA Safari Condo
821 du Parc
Saint-Frédéric, QC Canada
G0N 1P0

[date]

IMPORTANT SAFETY RECALL

NHTSA Recall No. 23V-107

Subject: Safety recall 23V107 for the Suburban SDS2 2 Burner Drop-In Cooktop

Internal reference number at Safari Condo: 2023-001

This notice applies to your vehicle: [VIN]

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

Par Nado inc has decided that a defect which relates to motor vehicle safety exists in certain 2021-2024 Alto models R1713, R1723, F1743, F2114, A2124 and F2414 travel trailers equipped with a Suburban SDS2 Drop-In Cooktop.

We apologize for this situation and want to assure you that, with your assistance, this condition will be corrected. Our commitment is to provide with the best possible level of service and support.

What is the issue?

Suburban Manufacturing is recalling the Suburban SDS2 2-Burner Drop-In Cooktops that were installed on Alto travel trailers from approximately September 2020 - November 2022. The internal aluminum burner tubes connecting the gas valves to the cooktop burners can fracture from excessive vibration or shock experienced through travel. The burner tube could crack resulting in a leak of propane when the 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.

What to do until the defect is corrected?

Discontinue use of the cooktop until the correction of the defect has been completed in your vehicle.

What will Safari Condo do?

In collaboration with Suburban Manufacturing CO Safari Condo is asking customers affected by the recall to contact Suburban Customer Service at 423-775-2131 ext 7101 or Safari Condo at 1-866-806-3666. Suburban will arrange for a regulator support bracket kit to be shipped to the dealer closest to your location. Dealer must have a certified gas appliance technician onsite to do the work. This remedy will be done free of charge and is available since March 13 2023.

What work is required?

A regulator support bracket will be installed inside the stove. The repair is estimated at 15 minutes by Suburban.

What should you do?

Stop using the stove until the defect is corrected. Contact Suburban Customer Service at orders@suburbanmfg.com or at 423-775-2131 ext 7101 to confirm the closest dealer with certified gas appliance technicians and have the regulator support bracket kit and instructions sent directly to the dealer for subsequent installation on your vehicle. To help you find a dealer in your region you may use the Suburban Service Center locator tool at <https://www.airxcel.com/dealer-locator>.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, contact Customer Service above.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address or email for the current owner, please forward this letter to the new owner.

Can we be of further assistance?

If you have more questions or need support, please contact Safari Condo Customer Service at rappel_recall@safaricondo.ca or at 1-877-806-3666.

If you are still having difficulty getting your vehicle repaired in a reasonable time, you may write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington D.C. 20590 or call the toll-free Vehicle Highway Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov.

What if you are a lessor?

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

Thank you for your attention to this important matter.

The Safari Condo Management Team