

NHTSA Safety Recall: 24E-028

Date: May 31st, 2024

Via email and mail delivery



20526 Murray Road

Bend Oregon 97701

IMPORTANT SAFETY RECALL

Affected Host Camper Vin #'s TBD

NHTSA Safety Recall # 24E-028

5/31/24

Dear Host Owner(s)/Dealer(s),

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

Host has decided that a defect, which relates to motor vehicle safety exists in certain 2022-2025 Mammoth, Yukon, Cascade, Tahoe, and Everest trailers, equipped with Suburban Slide-In Range models that contain Red LED Backlit Knobs.

Reason for Recall

Explanation of Defect

Part: Suburban Range/Cooktop Model #3629D

Explanation: The LED backlight printed circuit boards (PCB) are not fully coated on Suburban Ranges and ovens. The lack of conformal coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate which could result in a short circuit resulting in the failure of the PCB. If the PCB fails, it can become overheated, and the polyethylene cover of the lights can melt and possibly ignite causing a fire.

What will the Dealer do?

Host in partnership with Suburban will cut the circuit powering the LED backlights and terminate the wiring, or remove the LED backlights at no cost to the customer. This remedy should only take about 30 minutes to complete, but times may vary depending on the dealer. Prior to having the recall remedied, please have the Suburban approved service center (or dealer) contact Suburban to obtain preauthorization and the remedy kit. The dealer can contact

~ 20526 Murray Rd., Bend, OR 97701 ~

541-330-2328

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Suburban's Customer service department by phone (423) 775-2131 Ext 7101 or via email at suburbanwarranty@suburbanmfg.com

What should you do?

Please contact your local dealer as soon as possible to get this remedy fixed. If you need assistance in finding a local dealer, please contact Dan Danelke by phone 541-330-2328 Ext. 5 or by email dan@hostcampers.com. If this repair was already done prior to your notification of the recall, please contact Suburban's Customer Service Department by phone (423) 775-2131 Ext 7101 or via email at orders@suburbanmfg.com. If you are still unsatisfied with the remedy, you may also send 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.

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,

Host Industries, Inc.

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