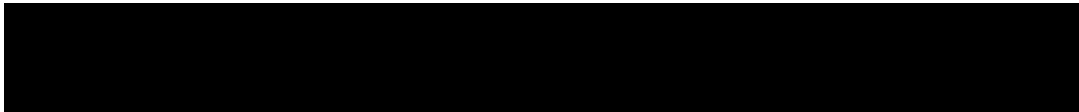




Suburban Slide-In Range Recall - B25 Units

1 message

 Tue, Jun 11, 2024 at 2:43 PM

Suburban Slide-In Range Models that contain Red LED Backlit Knobs are under a safety recall due to an LED issue, please see the attached NHTSA Safety Recall 24E-028 issued by Suburban Manufacturing for more details and the instructions to deactivate the red lights.

The defective Range Model #3635 has been installed into the B25 units at the Bigfoot manufacturing plant starting in March of 2023 to May 31, 2024.

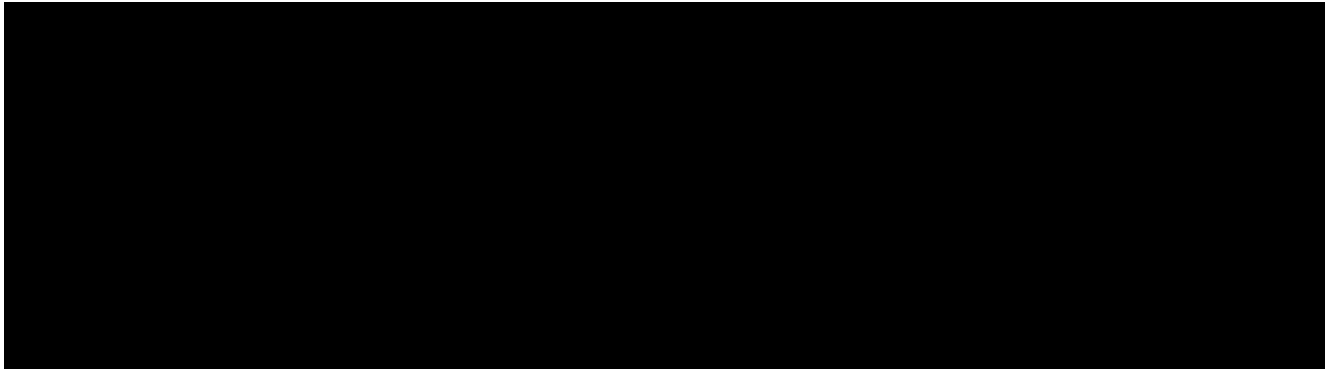
We are working on the safety recall letter, which will provide all the details of the recall and the procedures for the warranty claim. Before we can submit the letter for NHTSA's approval, we need to obtain all the RV owners' contact details. Once approved by NHTSA, we will release the safety recall letter, which will be mailed to all the affected RV owners.

Please do not contact customers until the safety recall letter has been released by Bigfoot.

RV owners located in Canada, are requested to make an appointment with a local RV service center in Canada. The service center will file a warranty claim on the GLP Canada website. GLP Canada will supply a Recall kit for each claim to the desired service center.

RV owners located in the US, are requested to make an appointment with a local Suburban service center.

Your affected units are as follows:



If you have any units in your inventory, they must be repaired by a trained technician, before they can be sold, please let me know and I will help you get the Recall kit.

If you have any questions or concerns regarding this matter, please do not hesitate to contact Grant or myself.

Thank you,

Dawn Maslow
Executive Assistant
Bigfoot Industries (2010) Inc.

250-546-2155 | dma@bigfootrv.com | www.bigfootrv.com

4114 Crozier Rd, Armstrong BC, V0E 1B6

Monday - Friday; 7:00 am - 3:30 pm



2 attachments



Suburban Mfg - NHTSA RECALL 24E-028.pdf

89K



Suburban Mfg - Gas Range and Slide-in Deactivate Red Lights Instructions.pdf

327K