



IMPORTANT SAFETY RECALL

RV OWNER CUSTOMER NOTIFICATION

This notice applies to your vehicle VIN [REDACTED]

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-469

JULY 2024

RV's Affected: Bigfoot 2500 Series B25 Travel Trailers 2023-2024

Dear Bigfoot Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bigfoot Industries (2010) Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 and 2024 Bigfoot 2500 Series B25 Travel Trailers.

REASON FOR THIS RECALL

Suburban Manufacturing CO has issued a NHTSA Safety Recall Number 24E-028 on Slide-In Range Models that contain Red LED Backlit Knobs that were installed in recreational vehicles. The LED backlight printed circuit boards (PCB) are not fully coated. 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 SUBURBAN WILL DO

Suburban is providing a remedy to deactivate the LED backlights of the knobs and to properly terminate the electrical connections at no charge to owners. The remedy will take approximately 20 minutes to complete. With proper documentation, Suburban will reimburse owners per its general reimbursement policy if their range was remedied prior to the issuing of this recall, by contacting Suburban's Customer Service department at (423) 775-2131 ext #7101 if located in the US or by contacting GLP's warranty team at (403) 243-2792 ext #221 if located in Canada.

WHAT YOU SHOULD DO

RV OWNERS LOCATED IN CANADA

- RV owners are requested to make an appointment with a local RV service center in Canada.
- The service center files a warranty claim with GLP: (<https://www.glpcanada.com/warranty-form/>).
- GLP Canada will supply Recall Kits for each claim to the desired RV service center.
- Suburban (Via GLP Canada) will reimburse 0.3 hours of the service center's labor rate.
- For support, do not hesitate to contact GLP's warranty team at (403) 243-2792 ext #221.

RV OWNERS LOCATED IN USA

- RV owners are requested to make an appointment with a local Suburban service center.
- Contact Suburban's Customer Service department at (423) 775-2131 ext #7101 or via email at orders@suburban.com.
- Suburban will coordinate with you about executing the prescribed remedy.



WHEN YOUR RANGE IS REPAIRED

Please send an email to Bigfoot at dma@bigfootrv.com with the following information:

1. VIN of your Bigfoot RV
2. Serial Number of Range Model #3635
3. Your Service Center's Name and Address

IF YOU NO LONGER OWN THIS RV

If you are no longer the owner of this RV, we would appreciate the name and address of the new owner, if known, please contact Bigfoot at (250) 546-2155 or via email at dma@bigfootrv.com.

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.

IF YOU HAVE FURTHER QUESTIONS

If you have any questions or concerns, please contact GLP Canada or Suburban Manufacturing Co for assistance.

You can also contact Bigfoot Industries (2010) Inc. directly by phone at (250) 546-2155 or via email at dma@bigfootrv.com.

If you are having difficulty getting your range repaired in a reasonable time or without charge, you can file a written complaint to:

Administratrix, National Highway Traffic Safety Administration
1200 New Jersey Ave SE, Washington, DC 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Suburban Manufacturing CO regrets any inconvenience this action may cause you. As they are sure you will appreciate, the safety and quality of their products are of the utmost importance. Thank you for your attention and cooperation in this important matter.

Thank you for selecting Bigfoot; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Bigfoot, in cooperation with Suburban and GLP Canada, will strive to minimize any inconvenience to you caused by this recall.

Sincerely,

Bigfoot Industries (2010) Inc.
Grant Bilodeau
President