

Suburban Manufacturing
Chronology for Recall 24E-028

- 3/16/22 – Keystone RV reported one claim for LED Backlight.
- 2/8/23 – Suburban notified of field inspection by Keystone RV.
- 2/15/23 – Field Inspection conducted with Keystone RV.
- 2/17/23 – Heartland RV reports first claim on LED Backlight.
- 2/20/23 – Production change implemented to add silicone at solder connection. Coordinated with Heartland to issue TSB for LED Backlights.
- 3/2/23 – Conducted water testing on LED Boards with no issues found.
- 4/24/23 – Production Change implemented to change control panel cutout.
- 7/25/23 – Notified of first multi chain LED failure.
- 8/8/23 – Field Inspection conducted on multi-chain failure.
- 9/8/23 – Suburban notified by Winnebago of range issues resulting in melting of LED knob backlights.
- 9/9/23 – Suburban opens investigation into the issue of melting LED knob backlights and starts internal lab testing to try and recreate the field failures.
- 9/13/23 – Heartland RV identifies two claims for melting LED knob backlights.
- 9/19/23 – Suburban conducts a field inspection with Winnebago and SEA on a failed unit.
- 10/24/23 – Suburban continues to support SEA investigation being led by Winnebago.
- 10/31/23 – Suburban conducts second field inspection on multi-chain failure.
- 1/17/24 – SEA is indeterminate on the root cause to the backlight failure.
- 1/19/24 – Suburban Issues TSB for voltage and current irregularities effecting the backlight printed circuit board.
- 2/1/24 – Suburban retains Exponent Engineering to conduct analysis of backlights.
- 2/12/24 – Outdoors RV identifies first claim for LED Backlight failure.
- 2/28/24 – Field Inspection of a failed unit indicates DC voltage spikes that could damage PCB components.
- 3/7/24 – Exponent confirms DC voltage irregularities can and will damage backlight PCB components.
- 3/14/24 – Suburban updates TSB to revise the remedy options and provides instruction for those options.
- 3/19/24 – Internal lab testing at Suburban identifies another failure mode due to liquid contamination.
- 3/22/24 – Suburban issues a 573 for a safety defect on the backlight PCB.