



676 Broadway St. Dayton, TN 37321

NHTSA Safety Recall: 24E-028

Date: April 5, 2024

Via Email and Overnight Delivery

IMPORTANT SAFETY RECALL

OEM CUSTOMER NOTIFICATION

This Customer Notification is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Suburban Manufacturing has decided that a defect which relates to motor vehicle safety exists in 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 WE WILL DO

Work Instruction #206346 is provided with this letter to provide the remedy process to deactivate the LED backlights of the knobs and to properly terminate the electrical connections. Suburban will provide this remedy at no cost to owners. With proper documentation, Suburban will reimburse owners per its general reimbursement policy if their range was remedied prior to the issuing of this recall.

WHAT YOU SHOULD DO

You or your dealer must 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.

If after contacting Suburban's Customer Service you are still not satisfied, we have done our best to remedy this situation, you may also submit 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,

Suburban Manufacturing