

Part 573 Safety Recall Report

20E-071

Manufacturer Name : Dometic Corporation

Submission Date : NOV 13, 2020

NHTSA Recall No. : 20E-071

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Dometic Corporation

Address : 5155 Verdant Dr.
Elkhart IN 46516

Company phone : 574-293-0681

Population :

Number of potentially involved : 47,159

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Dometic Corporation

Model : R1731 with suffixes BBPFBO, BBPCMO, BBPFBR, BBPFMO, BDICMO, BSPCMO, BSPCMR, BSPFBO, BSPFBR, BSPFMO, BSPFMR, SLICMO, SSPCMO, SSPFBO, SSPFBR, SSPFMO, AND SSPFMR R2131 with suffixes BBPFBO, BBPCMO, BSPCBO, BSPCMO, BSPFBO, BSPFMO, BSPFMR, SSPCMO, SSPFMO, S31

Part No. : S31,R1731,R2131

Size : 3 burner Cooking Stoves

Function : Gas Stove

Descriptive Information : Dometic became aware of warranty leak claims in May of 2020 and began an investigation to determine if leaks were being caused by a defect that had not enunciated from 2018 until 2020. Dometic also reviewed the manufacturing processes in both the initial subcomponent factory that builds the manifold and saddle valve assembly and the finished goods assembly factory in Greenbrier, TN. During that initial investigation Dometic was only aware of one OEM that filed warranty leak claims and it was determined from facts gained during evaluation through August, 2020 that these claims were being caused by field tampering of the stoves at installation or by the end user.

In Late August and early September 2020 Dometic became aware of three additional OEM's experiencing "gas smell" claims; Dometic had also been contacted by an RV leasing company that had experienced "gas smell" claims, and actually had observed the ignition incident previously noted. As of the date of this filing there have been 49 claims of possible valve leakage in these products. A Safety Escalation Meeting was held on September 17th identifying the claims that have arisen, and although the facts have led to the findings that the leaks are largely due to field tampering, Dometic decided to file a Potential Defect Notification Report to NHTSA for the manifold and gas saddle valves for the R1731, R2131 and S31 series stoves.

Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available.

Production Dates : MAY 01, 2018 - JUL 09, 2020

Description of Defect :

Description of the Defect : The defect enunciation can occur in a mobile environment, such as a recreational vehicle or marine vessel, when, generally after an install or usage period of 3-6 months, the installer, occupant, or user of the appliance smells gas and apparently attempts to tighten the securement bolts that hold one or more of the stove saddle valves in place and sealed to the manifold. This action may result in the overtightening of the securement bolt for the saddle valve which may cause damage to the o-ring seal between the saddle valve and the manifold resulting in a continuous gas leak that is readily detectable from the smell.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The overtightening of the saddle valve securement bolt onto the manifold of the stove may cause a gas leak which may ignite and cause a fire. Dometic has had one instance of ignition and damage to the piezo igniter and one control knob, although the ignition was contained within the stove enclosure. There has been no damage to adjacent or surrounding combustible materials.

Description of the Cause : Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available. Please read the uploaded Defect Notification that accompanies this Web notification.

Identification of Any Warning that can Occur : The smell gas fumes are indicative of the identified leak.

Involved Components :

Component Name : Saddle valve and Manifold

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Seven Universe

Address : NR

Ningbo FOREIGN STATES

Country : China

Chronology :

PLEASE FIND THE ENTIRE CHRONOLOGY UPLOADED TO DOCUMENTS FOLDER. The Chronology is too long and detailed to enter here.

Description of Remedy :

Description of Remedy Program : Dometic has identified the remedy as of 11-13-2020 and has uploaded the remedy instructions. The remedy consists of gaskets, washers, thread locker bolts, two round, orange, labels that are to be applied to the product and to the packaging(if the product has not been installed), as well as a set of complete instructions describing who is authorized to make the remedy and how the remedy is to be made followed by a leak test as defined in the instructions.

How Remedy Component Differs from Recalled Component : The remedy component will come in a kit with instructions and the securement bolts will be of the thread locker type with a loc-tite material on them.

Identify How/When Recall Condition was Corrected in Production : The production correction was made in July 2020 once we discovered that the product was experiencing field tampering and we began to employ thread locker bolts to prevent post production adjustment.

Recall Schedule :

Description of Recall Schedule : The End User/Owner letter for Dometic began being sent out 11-13-2020 Certified mail with the requirement that the receiver sign for the letter. Since the letter also identifies the remedy and the approximate availability schedule for remedy installation no interim letter will be required and only one mailing for Dometic End Users/Owners will occur. This should also eliminate the need for marine or RV OEM's to send out interim letters as well.

Planned Dealer Notification Date : OCT 12, 2020 - FEB 28, 2021

Planned Owner Notification Date : NOV 13, 2020 - NOV 20, 2020

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported