

Part 573 Safety Recall Report

21V-179

Manufacturer Name : Highland Ridge RV

Submission Date : MAR 24, 2021

NHTSA Recall No. : 21V-179

Manufacturer Recall No. : 9904564



Manufacturer Information :

Manufacturer Name : Highland Ridge RV

Address : 955 Tuscany Drive

Shipshewana IN 46565

Company phone : 260-768-7771

Population :

Number of potentially involved : 2,906

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 TT and FW Open Range, Mesa Ridge, Silverstar, Highlander

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 3-17-21 matched Dometic PO report to production report of models produced with recall cooking stoves -
2019-20 Open Range Mesa Ridge Silverstar TT
2019-20 Open Range Mesa Ridge Highlander Silverstar FW

Production Dates : JUN 11, 2018 - NOV 07, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Dometic Cooking stoves Series S31, R1731 and R2131 manufactured May 2018 - July 9, 2020 -after some period of usage, occupant may smell gas near the stove when it is not in operation. If the user or other servicer than attempts to tighten the bolts that hold the valves under the stove burners, the tightening action can cause irreversible damage to the o-ring seal at the valve (s), resulting in a continuous gas leak -

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Continuous gas leak could result in fire

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Cooking stove

Component Description : R1731 R2131

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : Dometic Corp.

Address : 5155 Verdant Dr.

Elkhart Indiana 46516

Country : United States

Chronology :

10-1-2020 Thor released information to Jayco that Dometic was filing a safety recall on model S31 R1731 and R2131 cooking stoves. Jayco waited for official notice with listing of stove sold to any of Jayco divisions - While we could see information filed on NHTSA portal. JAYCO COMPLIANCE DID NOT RECEIVE OFFICIAL RECALL NOTICE from Dometic. Jayco Compliance reached out to Dometic for list of the recall stoves (if any) sold to any Jayco Division - multiple times from Nov 2020 through March 5, 2021 when Jayco requested a formal letter stating none of the recalled stoves were sold to any Jayco division so we could close the incident.. March 11.2021 Jayco Compliance receive an email from Dometic noting 1,000 recalled stove serial numbers sold to the Highland Ridge Division of Jayco. Jayco is currently matching the stove serial numbers to HIGHLAND RIDGE PRODUCTS.

Description of Remedy :

Description of Remedy Program : Jayco - will provide notification information(Dometic 20E071 recall instructions) on our letterhead - and submit to Dometic with list of current owner information for mailing. Dometic will process all parts orders, and reimburse dealers for labor and report back to Jayco each quarter those units completed.

How Remedy Component Differs from Recalled Component : Serial number of recalled stoves/noted by Dometic.

Identify How/When Recall Condition was Corrected in Production : NONE of Jayco Divisions are currently installing the recalled cooking stove models in products.

Recall Schedule :

Description of Recall Schedule : Jayco will supply owner mailing information to Dometic for release.

Planned Dealer Notification Date : APR 16, 2021 - APR 16, 2021

Planned Owner Notification Date : APR 16, 2021 - APR 16, 2021

* NR - Not Reported