

Part 573 Safety Recall Report

21V-433

Manufacturer Name : Coach House, Inc.

Submission Date : JUN 07, 2021

NHTSA Recall No. : 21V-433

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Coach House, Inc.

Address : 3480 Technology Drive
Nokomis FL 34275

Company phone : 800-235-0984

Population :

Number of potentially involved : 9

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Coach House Platinum
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : Coach House, Inc. was informed by the DOMETIC Corporation on or about 9/28/2020 that certain three burner stoves may have a potential safety related gas leak.

Coach House, Inc. researched which models (floorplans) used this type of stove. Only three (3) models could possibly be affected. The 272XL, 271XL and 261XL(QUEEN) used this stove. Coach House, Inc. maintains a complete list of units produced by model number, and this database was used to produce the list of potentially affected units. The total number in this sample was approximately twenty-seven (27). No other units use this stove, and were eliminated from the sample size.

Coach House also asked Barbara Wagner from DOMETIC to cross reference their files for this model stove which was purchased by Coach House, Inc. Barbara sent a list of serial numbers of these stoves which were affected by this recall.

The original twenty-seven was reduced to nine (9). All of the other units (as per serial numbers and production dates) were "cleared" as being not affected by this recall.

Coach House, Inc. used its in house database and identified the owners of the nine (9) units and produced a spreadsheet with VIN numbers, addresses and contact information.

Immediately, (6/4/2020) Coach House sent an email to each of these owners alerting them of the possible recall. Coach House, Inc. sent a copy of the DOMETIC recall notice (20E071) dated 9/28/20 with this email, telling these owners what to do to remedy their issue.

In addition, a formal notice will be sent using STERICYCLE (a third party firm) to formally communicate with these 9 (nine) owners.

With such a small sample size, Coach House intends to get 100% notification in a short period of time.

Production Dates : OCT 29, 2020 - MAY 08, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : DOMETIC has said that in R1731, R2131 and S31 model "cooking stoves" a gas leak may occur at the joint between the gas saddle valve for the burners and the manifold under the burner surface. Although, this is located inside the "cooking stove" enclosure DOMETIC has had multiple complaints of "gas smell" and one incident where the piezo igniter and one control knob was distorted by the temperature rise within that enclosure. The data indicates, and DOMETIC believes that these leaks are a result of field adjustment and overtightening of securement bolt for the saddle valve to manifold connection. Nevertheless, DOMETIC is addressing this by initiating a recall and applying a remedy to this population of R1731, R2131 and S31 "cooking stoves"

DOMETIC issued RECALL CAMPAIGN 20E071 on or about 9/28/2020 to deal with this issue.

Customers who are notified should call 1-888-943-4905 or 1-574-389-3713. They can also go to www.dometic.com or email recall@dometic.com.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Potential hazard including fire or explosion from leaking LP Gas. Possible Death may occur.

Description of the Cause : DOMETIC states that it believes the overtightening of securement bolt for the saddle valve to manifold connection during "field" adjustments may be the cause.

Identification of Any Warning that can Occur : Smell of "rotten eggs" coming from leaking LP Gas.

Ethyl Mercaptan is an odorant which is added to Liquid Propane which produces a strong odor than many people say smells like "rotten eggs". This odor causing agent alerts people to the presence of LP Gas in the atmosphere. If this smell is detected, leave the area IMMEDIATELY until such a time that the leak can be fixed and the area has dissipated the LP Gas so that no explosion or fire can occur.

Involved Components :

Component Name 1 : 3 Burner Cooking Stove

Component Description : LP GAS 3 Burner Cooking Stove with Piezo Ignition

Component Part Number : S31 (Legacy Number 50301)

Supplier Identification :

Component Manufacturer

Name : DOMETIC

Address : 5155 Verdant Drive
Elkhart Indiana 46516

Country : United States

Chronology :

DOMETIC has said that in R1731, R2131 and S31 model "cooking stoves" a gas leak may occur at the joint between the gas saddle valve for the burners and the manifold under the burner surface. Although, this is located inside the "cooking stove" enclosure DOMETIC has had multiple complaints of "gas smell" and one incident where the piezo igniter and one control knob was distorted by the temperature rise within that enclosure. The data indicates, and DOMETIC believes that these leaks are a result of field adjustment and overtightening of securement bolt for the saddle valve to manifold connection. Nevertheless, DOMETIC is addressing this by initiating a recall and applying a remedy to this population of R1731, R2131 and S31 "cooking stoves"

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Description of Remedy :

Description of Remedy Program : Dometic is working on, but has not identified, a remedy for this potential defect at this time, but will advise when a remedy kit is available. Please do not make any attempt a repair until factory specifications and a remedy kit are forthcoming. Any remedy that DOMETIC employs to mitigate the gas leaks at the saddle valve to manifold connection will include a remedy kit, instructions, a mandatory recall response card (to be filled out at the time of repair) and specific requirements that an authorized service center must install the remedy free of charge to the end use customer.

DOMETIC had identified a "recall kit" and has installed this "fix" for units produced after September 2020. The addition of an "orange dot" and a green and white sticker showing the date of the "fix" for units clears them for installation by OEM manufacturers.

DOMETIC will pay the costs involved to "remedy" the nine (9) units which Coach House, Inc. has identified.

How Remedy Component Differs All remedy applications at the OEM will require that the recall response

from Recalled Component : card be filled out and returned to DOMETIC whe the remedy is applied. The remedy recall response card is an essential requirement to protect both the OEM and DOMETIC in the record keeping and reporting of the recall remedy process to NHTSA.

Stoves that have been "fixed" by DOMETIC at the factory have an orange "dot" behind the middle knob of the stove. In addition, a green and white sticker with a technicians initials and the date of the "fix" is on the outside of all units which were "fixed" at the factory.

Identify How/When Recall Condition was Corrected in Production : On 6/2/2021 A "cease and desist" order was communicated to ownership, management, production, final inspection, engineering, and service.

Barbara Wagner verified (through electronic records, and also dated and signed stickers on production units) that no equipment currently in stock with Coach House, Inc. was under this recall.

DOMETIC has been applying a satisfactory manufacturers "fix" during production since approximately September, 2020. All of this "corrected" units have green and white stickers showing the date of the "fix" and that they are ready to be installed with no defect.

Recall Schedule :

Description of Recall Schedule : Coach House, Inc. has identified the (9) nine owners of potentially affected units.

On 6/4/2020 an email was sent to each of these owners with a copy of the DOMETIC recall notice (20E071).

In addition, the full list of owners, VIN Numbers, and serial numbers of the stoves involved will be sent to STERICYCLE (a third part notification company) to formally contact these owners and make them aware of the recall and the remedy as instructed by DOMETIC.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : JUN 04, 2021 - JUL 31, 2021

* NR - Not Reported