

November 13, 2020

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act

RE: Dometic S31, R1731, AND R2131 Series COOKING STOVES; Recall – 20E071

Dear Valued Customer:

Dometic Corporation has decided that a defect which is related to motor vehicle safety exists on the S31, R1731, AND R2131 Series COOKING STOVES that were manufactured between May of 2018 and July 9, 2020.

The Problem:

The user of a recreational vehicle or marine vessel can become aware of the potential defect when, after some period of usage, begins to smell gas near the stove when it is not in operation; if the user or other servicer then 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. Such leak can result in a fire.

Affected Units:

The potentially affected Cooking Stoves have the following model series numbers

S31

with suffixes **S31** with suffixes BMFBO, BPFBO, SPCMO, SPFMO

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,

The potentially affected Cooking Stoves have serial number ranges as follows:

the S31 Cooking Stoves that are in the population of the potentially defective units are **between SU02100001 – SU0210100; SU93600001 – SU93600300; and SU82200001 – SU83900100.**

the R1731 and R2131 Cooking Stoves that are in the population of the potentially defective units are **between 81897193 through 02799381.**

IF YOU OWN ONE OF THE UNITS SHOWN ABOVE AND YOU SMELL GAS, BECAUSE GAS CAN LEAK INTO THE RV THROUGH A DAMAGED STOVE VALVE, YOU MUST IMMEDIATELY SHUT THE GAS OFF AT THE RV LP TANK REGULATOR. THEREAFTER, DO **NOT** ATTEMPT TO USE LP GAS WITHIN THE RV UNTIL THE STOVE VALVE IS REPAIRED AND DO NOT ATTEMPT TO USE THE COOKING STOVE. OPEN ALL WINDOWS AND DOORS TO DISSIPATE GAS FUMES. REMOVE ALL IGNITION SOURCES FROM THE AREA INSIDE THE RV UNTIL ALL TRACES OF GAS SMELL ARE GONE. DO NOT ATTEMPT TO USE ANY GAS APPLIANCE IN THE RV INCLUDING THE COOKING STOVE UNTIL THE REMEDY IS INSTALLED ON YOUR S31, R1731, OR R2131 COOKING STOVE.

DO NOT ATTEMPT TO REPAIR A GAS LEAK OCCURRING WITHIN OR EMANATING FROM THESE COOKING STOVES ON YOUR OWN. ANY REPAIR OR REMEDY SHOULD BE PERFORMED BY A DOMETIC-QUALIFIED SERVICE TECHNICIAN.

How do I know if my COOKING STOVE is part of the 20E071 NHTSA Recall?

1. Find the S31, R1731, OR R2131 SERIES model number and serial numbers by locating the nameplate on the unit, underneath the cooktop, visible when the cooktop is raised. (see below)
2. If you are unsure, Call 888-943-4905 or 574-389-3713 or go to www.Dometic.com to confirm that your S31, R1731, OR R2131 SERIES COOKING STOVE is one in the population of Recalled units for Recall 20E071.



How do I remedy my S31, R1731, OR R2131 SERIES COOKING STOVE with the Dometic Remedy, Without Cost?

1. Make sure you keep this notice.
2. **DO NOT ATTEMPT REPAIR ON YOUR OWN: FOLLOW THE INSTRUCTIONS ABOVE IF YOU SMELL GAS.**
3. **Whether you experience the “gas smell” or not:** Contact any Dometic authorized dealer/service center or call the Dometic Recall Hotline at 888-943-4905 or 574-389-3713. They will direct you to a Service Center to have the remedy installed on your RV or Boat S31, R1731, or R2131 cooking stove so that the leak from this potential defect will not occur in the future.
4. The remedy will be available for field installation at Dometic authorized service centers or participating OEM locations after December 1, 2020 and will be installed at **NO COST** to you. The Remedy kit consists of gaskets, washers, and thread locking bolts. The Dometic Authorized Service Center will install the remedy for you. This repair will take approximately one (1) hour.
5. **DO NOT ATTEMPT TO MAKE THE REPAIR YOURSELF. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CREATE A GAS LEAK OR MAKE A VERY SMALL GAS LEAK THAT YOU CAN SMELL WORSE AND COULD CAUSE SERIOUS INJURY OR DEATH FROM A GAS EVENT.**
6. There is a **RECALL RESPONSE CARD** with each **RECALL REMEDY KIT**. Make sure that the service center or dealer fills in the 20E071 Cooking Stove Recall Response Card and sends it back to Dometic. The Recall Response Card is already set up with postage for return.

If YOU no longer Own the RV or Boat with the S31, R1731, or R2131 cooking stove:

If you are no longer an owner of an RV or Boat that has an S31, R1731, or R2131 cooking stove, please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 and tell us the name and address of the new owner, dealer, service center, or whomever you delivered the RV or RV appliance to. We would greatly appreciate you furnishing us with this information so we can follow through with notification to the subsequent owner.

You May Receive More Than One Mailing Regarding Recall 20E071:

In order to reach as many customers who own an RV or Boat with the Dometic S31, R1731, or R2131 cooking stove installed, Dometic Corporation and the original equipment manufacturers of RV's, and Boats will each send notifications, which ALL pertain to the same single Recall (**20E071**).

One Final Request:

Dometic Corporation appreciates your business and is committed to your safety. Before you forget, Please check to see if your S31, R1731, or R2131 cooking stove is one of the models shown here and if it is in the recall population. Follow these instructions so that you remain safe and your cooking stove gets the proper remedy installed.

In the event that you find it difficult to carry out the instructions provided, please call our Recall Line at 888-943-4905 or 574-389-3713. If you still cannot complete the remedy and are dissatisfied with our service, you can contact the National Highway Traffic Safety Administration at <https://www.safercar.gov>, or call the toll-free NHTSA Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153).

On a personal note:

Dometic Sincerely apologizes for any inconvenience that this may have caused. We are dedicated to developing innovative products that are safe to use and serve the needs and enhance the experience of our mobile customers. Thank you for this opportunity to serve you.

Sincerely;

Patrick N. McConnell
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