



## Inverted Stove Flame due to Suburban Furnace (Model# NT-20SEQ)

<b>Bulletin Type:</b>	Recall	<b>Publication Date:</b>	November 2021
<b>Bulletin #(s):</b>	Jayco 21V-762 TC#2021-603 Starcraft 21V-763 TC#2021-606 Highland Ridge 21V-764 TC#2021-605	<b>Make(s):</b>	Jayco, Starcraft, Highland Ridge
<b>Job Code(s):</b>	Jayco 9901571 Starcraft 9902571 Highland Ridge 9904571	<b>Model(s):</b>	Jay Flight SLX TT, Open Range TT, Autumn Ridge Outfitter TT,
<b>Flat Rate(s):</b>	Repair 0.7 Hr	<b>Model Year(s):</b>	2021 & 2022

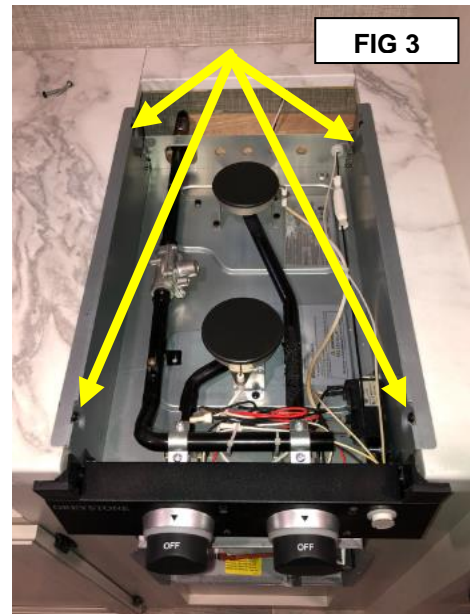
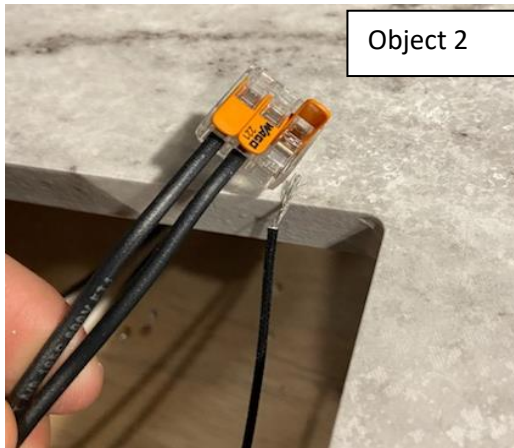
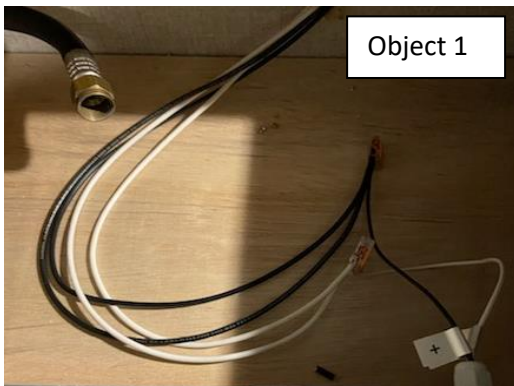
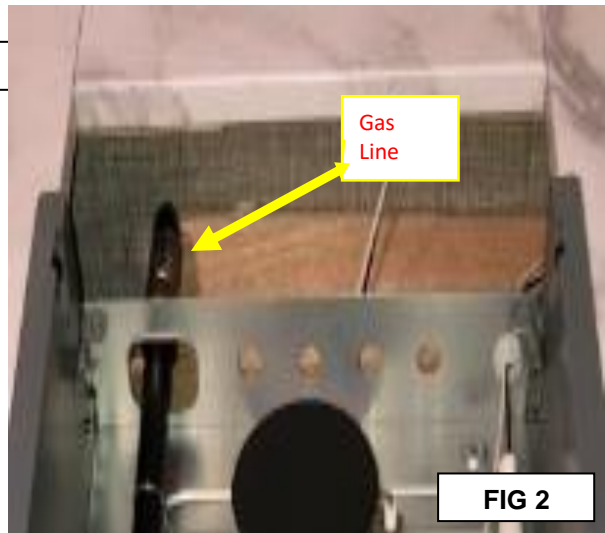
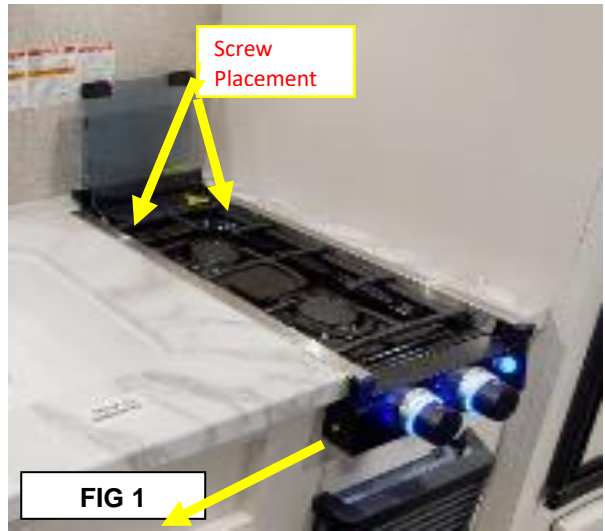
  

<b>Incident:</b>	<b>Inverted flame due to Suburban Furnace (Model# NT-20SEQ)</b>
<b>Affected Units:</b>	2021 & 2022 Jayco Jay Flight SLX TT, Jay Feather TT & 2021 Highland Ridge Open Range TT & 2021 & 2022 Starcraft Autumn Ridge Outfitter TT
<b>Parts Kit Details:</b>	<b>NA</b>
	<b>Contents:</b>
<b>Misc. Tools &amp; Supplies:</b>	<ul style="list-style-type: none"> <li>1 – Screw gun with #2 Square bit</li> <li>2 – 3/4" open end or combination wrenches</li> <li>2 – Wood #6x1 screws</li> <li>1 – 5"x7" plywood piece (1/8" thick at minimum) with a 7/8"x7/8" notch in corner</li> <li>1 – 2" by 22" wood cabinet panel strip</li> <li>1 – Tube of sealant (Orgasil-103 or silicone based)</li> <li>1 – Bubble solution (ammonia free)</li> <li>1 – LP bottle for test</li> <li>1 – Caulk Gun</li> </ul>
<b>Parts Return Information:</b>	<b>No part return</b>

## VISUAL INSTRUCTIONS FOR SEALING COOKTOP/STOVE SHELF AREA

- 1.) Turn gas "OFF" at LP bottle(s) at front of unit.
- 2.) Remove cooktop from countertop area (174 BH shown).

- a. Remove cooking grate then remove 2 screws (yellow arrows) holding black top to cooktop pan shown in figure 1.
- b. Gently, pull up near glass top to remove top of cooktop.
- c. Using two 3/4" wrenches, disconnect gas line hose from cooktop shown in fig 2.
- d. Remove 4 screws shown in fig 3 with yellow arrows connecting cooktop pan to countertop/cleat(s) then lift out cooktop pan from countertop.
- e. Remove each individual white and black wire from each wire connector shown in Object 1 & Object 2 below.



- 3.) Seal gas line hose 7/8" x 7/8" notch.
  - a. Cut 5"x7" square out of 1/8" minimum thickness of plywood.
  - b. Cut a 7/8"x7/8" notch in one corner of the 5"x7" plywood piece.
  - c. Use 5"x7" plywood piece to close up larger notch in cooktop shelf area where gas line hose came through.
  - d. Position gas line hose to pass through 7/8"x7/8" corner notch, with a minimum of 2 screws secure 5"x7" plywood piece down to cooktop shelf.
  - e. Use sealant to seal around gas line hose and 5"x7" plywood piece.
  - f. (Before Picture - Fig 4 & Fig 5 – After Picture.



4. Seal shelf and area adjoining cooktop area
  - a. Check to see if divider panel located between cooktop shelf and kitchen sink area is secured to cooktop shelf. If not, secure divider panel to cooktop shelf.
  - b. Use sealant to seal cooktop shelf to all sides.
  - c. Use sealant to seal cooktop shelf corners and any other visible holes in paneling.
  - d. Use sealant to seal divider panel to countertop bottom that is located between cooktop area and kitchen sink. Seal can be applied to cooktop shelf side or kitchen sink side of divider panel.
  - e. Fig 5 is before sealant & Fig 6 - 8 are after seal.



\*\*\*Please refer to Fig 9 & Fig 10 if the unit is a 5Y or a BY. These units need an exterior wood piece secured to divider panel to close up gap between top of divider panel and countertop. Then seal the extra panel (i.e. 172FB Open Range and 172 Autumn Ridge Outfitter)\*\*\*

5. Re-install cooktop in countertop area.
  - a. Reverse steps 2c thru 2e.
  - b. Before securing cooktop top, turn gas "ON" at LP bottle(s) at front of unit.
  - c. Check for leaks with bubble solution (ammonia free) at gas line hose and cooktop connection. If leak is detected, then correct and re-check. Once no leak is detected, proceed to next step.
  - d. Install cooktop top onto cooktop pan and cooktop grate as in steps 2b & 2a

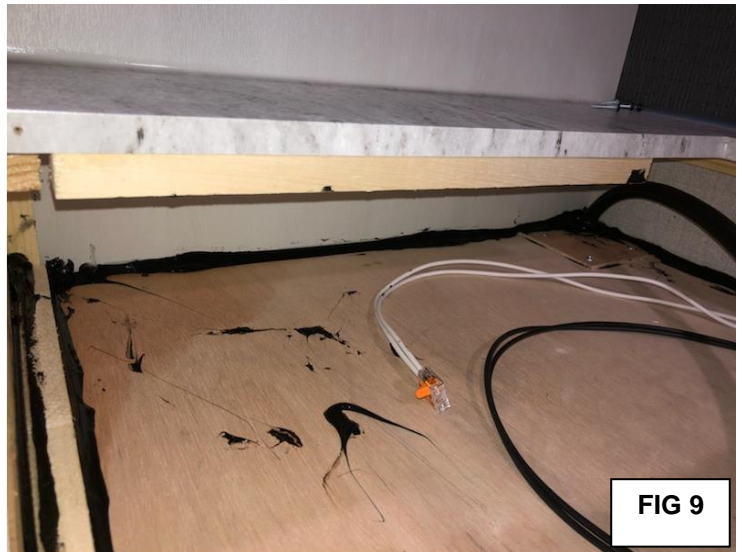


FIG 9



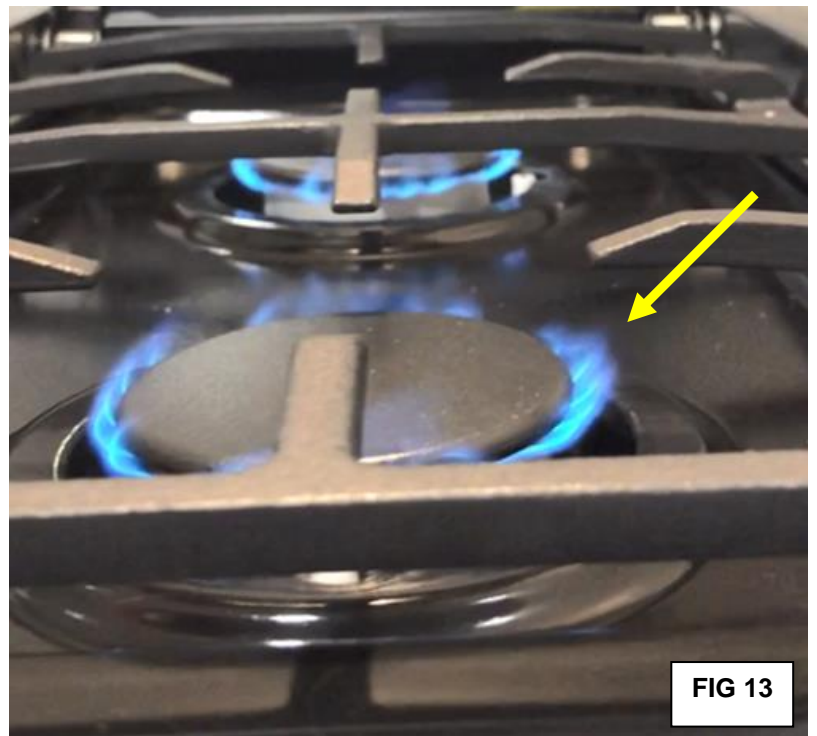
FIG 10

6. Validate flame does not invert when cooktop and furnace are both "ON".
  - a. Light both burners on cooktop and set to "Hi".
  - b. Turn furnace "ON".
  - c. Turn cooktop burners to "Lo".
  - d. Validate flame is not inverted.
    - i. Fig 11 – flame is inverted (flames are turned downwards towards cooktop pan).



FIG 11

ii. Fig 12 & 13 – flame is normal (flames are turned upwards away from cooktop pan).



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