

Part 573 Safety Recall Report

21V-780

Manufacturer Name : Nexus RVs, LLC**Submission Date :** NOV 16, 2021**NHTSA Recall No. :** 21V-780**Manufacturer Recall No. :** NR**Manufacturer Information :****Manufacturer Name :** Nexus RVs, LLC**Address :** 3400 Reedy Dr,
Elkhart IN 46514**Company phone :** (574) 970-0848**Population :****Number of potentially involved :** 2,000**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2018-2020 International, Ford CV & MV, E350 & E450**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** OTHER**Power Train :** NR**Descriptive Information :** Populations was determined by when Dometic shipped affected units to us, based on when we produced units.

International - CV & MV, 2018, 2019, 2020

Bentley, Bentley Diamond, Evoqua, Ghost, Maybach, Wraith

34B, 38B, 35D, 40D, 35E, 37E, 33DS, 34DS, 36DS, 32M, 37M, 32W, 33W, 34W, 35W

Ford E350 & E450, 2018, 2019, 2020

Phantom, Triumph, Viper

25P, 27V, 29V, 31P, 32P, 24T, 28T, 30T, 31T, 32T, 25V, 27V, 29V

Production Dates : MAY 01, 2018 - JUL 09, 2020**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

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 1 :	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 :

September 28th 2020 Dometic issued a recall letter, and after that date came out to our facility and reworked all cooktops that we had installed in our units. And they reworked all cooktops that they sold to us after that date.

December 16, 2020, Nexus RV supplied Dometic with a list of affected units. Also, Verified Dometic came to our facility and applied the remedy to the affected units that we had at our facility. They also applied the remedy to the rest of the inventory that we had received.

May 12, 2021 NHTSA notified Nexus RV Service and Warranty that as a manufacture we would be required to file our own Recall. Service received further clarification and direction to File the Report.

In June through September 2021 Nexus RV worked to make the required letters and notifications to setup and gather the updated information to complete the filing with as much information about the affected population of units from Dometic.

October 7, 2021 Nexus RV filed the Initial Recall Filing with NHTSA

November 5, 2021 Nexus requested sample of Recall Documents to be uploaded for approval from Dometic before they can send them out.

Description of Remedy :

Description of Remedy Program : Nexus RV's LLC has identified all owners and dealers that have affected units. This information will be given to Dometic to along with the approved notification letters, and Dometic will be processing the mailings for us. Dometic will also be handling the replacement parts and warrantee associated with the recall. Dometic will be giving us Quarterly updates of completion of component replacements. Dometic is reimbursing customers and dealers for cost of replacements.

How Remedy Component Differs from Recalled Component : A tamper proof mechanism in production since 7/9/2020.

Identify How/When Recall Condition was Corrected in Production : Dometic has applied a tamper proof mechanism in production since 7/9/2020 that will keep this from happening again.

Recall Schedule :

Description of Recall Schedule : 10/06/21- File Report
10/13/21- File Draft of Owner/Dealer Notification Letter. Submit any documents, Letters for Approval, Once report is submitted you must submit owner notifications 5 days prior mailing for approval. Also submit any other documentation sent to the dealers, and an example of a envelope with all markings necessary for approval.
10/20/21 -
Send Approved Notification letters Stericycle at Dometic for mailing.
10/29/21 - First Quarterly Report from Dometic

Planned Dealer Notification Date : OCT 29, 2021 - APR 30, 2022

Planned Owner Notification Date : OCT 29, 2021 - APR 30, 2022

* NR - Not Reported