



Recreational Vehicle Safety Recall Notice

Safety Recall: 22V358

8/11/2022

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

«Owner_name»

«Street»

«City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Coach House, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2021-2022 Platinum, Platinum II and Arriva motorhomes. As a result, Coach House, Inc. is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

REASON FOR THIS RECALL

The vehicles subject to this recall may have an affected Dometic 2 Burner Cooking Stove installed in them. Dometic has said that certain models of these stoves may have a potential safety related gas leak. There is the possibility of a hazard from fire or explosion which could result in injury or fatality.

IF YOU SMELL AN ODOR like “Rotten Eggs”, there is an immediate danger !!!!

Evacuate the area and seek professional help immediately !!!

Do not light an ignition source.

Ventilate the area and seek assistance to find the potential leak.

WHAT WE WILL DO

Coach House, Inc. will provide you with information on how to ascertain if your 2 Burner Cooking Stove has been recalled. The Dometic Corporation will assist and pay for all necessary repairs to the 2 Burner Cooking Stove if need be. We are attaching the DOMETIC RECALL NOTICE 22E-021.

WHAT WE NEED YOU TO DO

Please follow the instructions in the DOMETIC RECALL NOTICE 22E-021.

Call 1-888-446-5157 OR visit www.dometic.com/en-us/us-support/recall-information or email recall@dometic.com

Find the serial number of the DOMETIC 2 Burner Cooking Stove which was installed in your vehicle.

Coach House, Inc. can assist you in finding the serial number of the 2 Burner Cooking Stove which was installed during the production of your vehicle.

**3480 Technology Drive
Nokomis, FL 34275
1-800-235-0984**

If you have any questions, you can reach out to:

Tom Molay
tmolay@coachhouseserv.com
Customer Care Manager
Warranty Administrator
Coach House, Inc.

3480 Technology Drive
Nokomis, FL 34275
941-485-0984 / 1-800-234-0984

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS

If you do not have access to a computer or need further assistance, please contact The Dometic Corporation at 1-888-446-5157. Please contact **Coach House, Inc.** by mail at 3480 Technology Drive, Nokomis, FL. 34275, **or** by phone at (800) 235-0984 if Dometic is unable to assist or does not remedy the condition within a reasonable amount of time, or without charge to you.

If after contacting Coach House, Inc. you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.)

We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,

David Gerzeny
President
Coach House, Inc.
cc: National Highway Traffic Safety Administration (NHTSA)



**3480 Technology Drive
Nokomis, FL 34275
1-800-235-0984**

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



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

RE: NHTSA RECALL 22E021 for Dometic CE99-ZF and PI8022 COOKTOPS

Dear Valued Customer,

Dometic Corporation has decided that a potential safety-related defect exists on the CE99-ZF and PI8022 cooktops that were manufactured between August 1, 2020 and June 30, 2021.

The Problem:

The user of a recreational vehicle or marine vessel may become aware of the potential safety-related defect during operation of the cooktop. The burner control valve, mated directly to the control knob via the valve stem, may leak gas. This gas will leak directly into the recessed portion of the cooktop, where the knobs and ignitor are located, and may be ignited by the active burner(s). The ignition will result in a small pilot flame directly at the control knob.

The Risk:

There is an increased risk of injury and fire.

Affected Units:

The recall population consists of cooktop models CE99-ZF and PI8022 with the affected serial numbers indicated below.

- CE99-ZF: Cooktop with two burners and safety glass cover
 - 02093610034000001 – 02093610034000600
 - 11993610034000001 – 11993610034000510
 - 12593610034000001 – 12593610034000500
- PI8022: Cooktop with two burners and safety glass cover
 - 11093610034600001 – 11093610034600550
 - 12393610034600001 – 12393610034600550

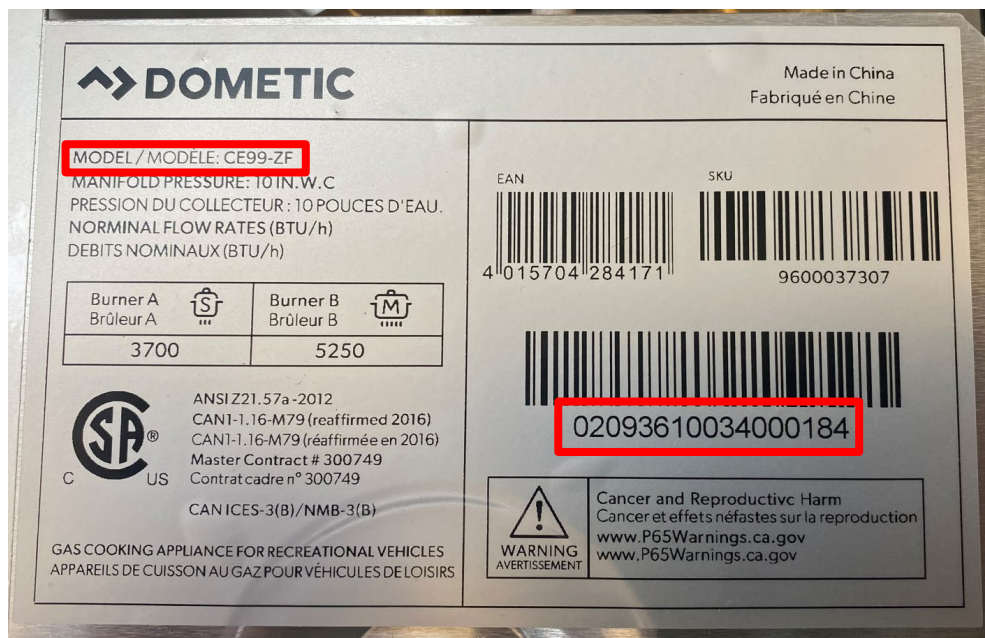
IF YOU OWN ONE OF THE UNITS SHOWN ABOVE, YOU MUST IMMEDIATELY SHUT THE GAS OFF AT THE RV LP TANK REGULATOR. THEREAFTER, DO **NOT** ATTEMPT TO USE LP GAS WITHIN THE RV UNTIL THE COOKTOP HAS BEEN REMEDIATED IN ACCORDANCE WITH THIS RECALL.

DO NOT ATTEMPT TO REPAIR THESE COOKTOPS ON YOUR OWN. ANY REPAIR OR REMEDY SHOULD BE PERFORMED BY A DOMETIC-QUALIFIED SERVICE TECHNICIAN.

**3480 Technology Drive
Nokomis, FL 34275
1-800-235-0984**

How do I know if my cooktop is part of the 22E021 NHTSA recall?

1. Find the CE99-ZF or PI8022 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 email us at Recall.Cooktop.22E021@Dometic.com to confirm that your CE99-ZF or PI8022 series cooktop is one in the population of recalled units for Recall 22E021.



How do I remedy my CE99-ZF or PI8022 cooktop 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 YOUR UNIT IS AFFECTED BY THIS RECALL.**
3. Contact any Dometic authorized dealer/service center, call the Dometic Recall Hotline at 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com. They will direct you to a Service Center to have the remedy installed on your RV or Boat CE99-ZF or PI8022 cooktop so that the leak from this potential safety-related 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 May 13, 2022 and will be installed at **NOT COST** to you. The remedy for an affected unit will be a complete replacement of the cooktop. The Dometic Authorized Service Center will install the remedy for you. This repair will take approximately one and a half hours to complete.
5. **DO NOT ATTEMPT TO MAKE THE REPAIR YOURSELF. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CREATE A GAS LEAK THAT 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 22E021 Cooktop Recall Response Card and sends it back to Dometic Corporation. The Recall Response Card is already set up with postage for return.

**3480 Technology Drive
Nokomis, FL 34275
1-800-235-0984**

What if my affected CE99-ZF or PI8022 cooktop was repaired prior to the recall?

1. Make sure you keep this notice.
2. Please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com and provide us with the serial number information for the unit, a picture of the data plate confirming the serial number as shown above and a copy of the original receipt for the repair.
3. Reimbursement for parts and labor will be provided.

If YOU no longer own the RV or Boat with the CE99-ZF or PI8022 cooktop:

If you are no longer an owner of a RV or Boat that has a CE99-ZF or PI8022 cooktop, please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com and provide 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 22E021:

To reach as many customers as possible who own a RV or Boat with the Dometic CE99-ZF or PI8022 cooktop 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 (22E021).

One Final Request:

Dometic Corporation appreciates your business and is committed to your safety. Before you forget, please check to see if your CE99-ZF or PI8022 cooktop is one of the models shown above and if it is in the recall population. Follow these instructions so that you remain safe, and your cooktop gets the proper remedy applied.

If you find it difficult to carry out the instructions provided, please call our Recall Hotline at 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com. If you still cannot complete the remedy and are dissatisfied with our service, you can file a written complaint to: Administrator National Highway Traffic Safety Administration 1200 New Jersey Ave SE, Washington, DC 20590; or you may go to <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 Corporation sincerely apologizes for any inconvenience that this may have caused. We are dedicated to developing innovative products that are safe to use, serve the needs and enhance the experience of our mobile customers. Thank you for this opportunity to serve you.

Sincerely,

Tyler S. See
Head of Product Safety

Dometic Corporation
5155 Verdant Dr.
Elkhart, IN 46516

**3480 Technology Drive
Nokomis, FL 34275
1-800-235-0984**