



676 Broadway St. Dayton, TN 37321

NHTSA Safety Recall: 23E-002
Date: February 6, 2023
Via Email and Overnight Delivery

IMPORTANT SAFETY RECALL

OEM CUSTOMER NOTIFICATION

This Customer Notification is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Suburban Manufacturing has decided that a defect which relates to motor vehicle safety exists in SDS2 – 2 Burner cooktops that were installed in recreational vehicles. The internal aluminum burner tubes connecting the gas valves to the cook top burners can fracture from excessive vibration or shock experienced in recreational vehicles. The burner tube could crack resulting a leak of propane when the top burner gas valve is opened to use the appliance. If ignited the propane could result in a fire and/or explosion which could result in personal injury.

WHAT WE WILL DO

Suburban will provide a remedy at no cost. Suburban will provide your company and dealer with work instructions to remedy the defective cooktops. With proper documentation, Suburban will reimburse owners for the retail cost of an SDS2 cooktop if it was replaced prior to the issuing of this recall.

WHAT YOU SHOULD DO

You or your dealer must contact Suburban's Customer Service department at 423-775-2131 ext 7101 or via email at orders@suburban.com. Suburban will coordinate with you about executing the prescribed remedy.

If after contacting Suburban's Customer Service 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>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience this action may cause you. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance to us. Thank you for your attention and cooperation in this matter.

Sincerely,

Suburban Manufacturing