

**Q&A for SDS2 3031/3032 Recall – active list of questions we are getting and answers, this will ensure we are communicating the same message to all customers.**

1. What risk mitigation can our customers take if they have a vehicle impacted by this Suburban recall?
  - a. The customer should discontinue use of their cooktop.
2. Is there any risk of leak if the propane is on to the unit and the cooktop dials remain in the off position?
  - a. The recall does not impact this risk. If the knobs are off there should be no gas flowing through the regulator. There is always a risk in the connection of the supply line to the unit but this recall does not impact that risk.
3. What if I have units on my lot with and 3032AST's?
  - a. You can order 3333AST's to replace them and we will do a RGA and take the 3032AST's back.
4. Some customers have a remedy that says Suburban will replace the cooktop free of charge with a new unit.
  - a. This remedy is incorrect. See Publication 573 **NHTSA Campaign Number: 23E-002**
5. Is 3031AST under the recall?
  - a. Yes – the replacement model is 3334AST
6. Is there a field fix remedy yet?
  - a. Yes – as of 2/28/23 we have a field remedy defined, Kits will be available to order and ship on 3/3/2023.
  - b. The kit number is 521337 for 3032AST
  - c. The kit number is 521340 for 3031AST