

IMPORTANT SAFETY RECALL NOTICE

NHTSA ID: 23V139

This notice applies to your vehicle (VIN)

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

Off Grid Trailers has decided that a defect, which relates to motor vehicle safety, exists in certain 2020–2023 Pando, 2020–2023 Expedition, and 2020–2023 Switchback travel trailers equipped with Suburban SDS2 – 2 Burner Cook Tops with production dates from January 16, 2018, to January 11, 2023. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Issue: On Off Grid Trailer Models Expedition; Pando; Switchback' and model year range 2018 through 2023 equipped with a Suburban SDS2 cooktop; the aluminum tubes that connect the gas valves to the cooktop burners could crack. If this happens, the tubes could leak propane when the top burner gas valve is opened to use the appliance.

Safety Risk: A propane gas leak could create the risk of a fire or explosion if ignited which could result in personal injury.

Off Grid Trailers advises not to use the Suburban SDS2 cooktop until the recall repairs are completed.

Corrective Actions: Off Grid Trailers will work with Suburban Manufacturing who will provide a remedy which is 521337/521340 SDS2 field recall kit and the cooktop will be repaired at not cost. The field recall kit instruction sheet PN206286 2–23–23 is included herein for your reference. The estimated time Suburban advises it will take the corrective measures is .25 hours flat rate labor time for the rework.

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: Contact Off Grid Trailers customer service at 1-800-786-3221, warranty@offgridtrailers.com or 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.

521337/521340 SDS2 FIELD RECALL KIT INSTRUCTION SHEET

▲ WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life. Refer to the installation instructions and/or owners manual provided with your appliance. The removal and re-installation of the appliance as well as the installation of component parts must be made by a qualified installer, service agency or the gas supplier.

Installation of this appliance must be made in accordance with the written instructions provided in the manual. No agent, representative or employee of Airxcel, Inc., Suburban Division or other person has the authority to change, modify, or waive any provision of the instructions contained in the manual or instruction sheet.

This kit is for remedy of SDS2 cooktops under NHTSA recall 23E-002.

KIT 521337 CONSISTS OF:

- (1) BRACKET ASSEMBLY WITH TAPE, PN 064351
- (2) SCREW, #6 X .375", PN 122292
- (1) STICKER, CSA SDS2 12VDC, PN 194462 (USED FOR REMEDY OF STOCK NUMBER 3032AST)
- (1) LOCTITE 243 THREADLOCKER, PN 410350

KIT 521340 CONSISTS OF:

- (1) BRACKET ASSEMBLY WITH TAPE, PN 064351
- (2) SCREW, #6 X .375", PN 122292
- (1) STICKER, CSA SDS2 12VDC, PN 194460 (USED FOR REMEDY OF STOCK NUMBER 3031AST)
- (1) LOCTITE 243 THREADLOCKER, PN 410350

ASSEMBLY INSTRUCTIONS:

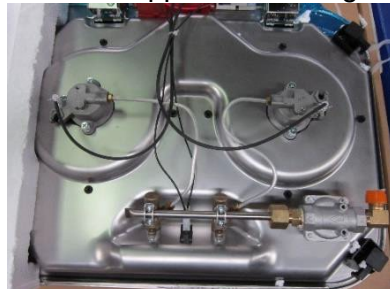
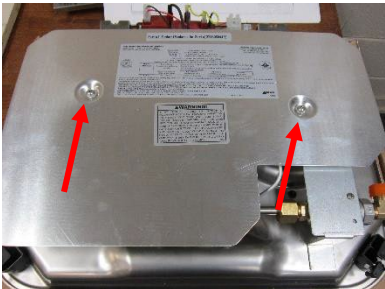
1. Open glass lid.
2. Remove (4) black glass bumpers from each corner of the appliance.



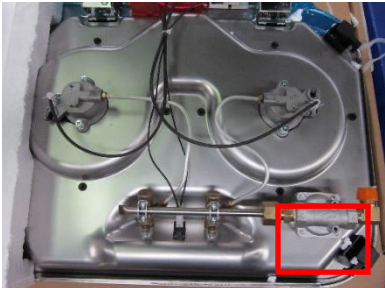
3. Using a #2 Phillips screwdriver, loosen the screws under each bumper. This will retract the clamping mechanism that attaches the cooktop to the countertop.



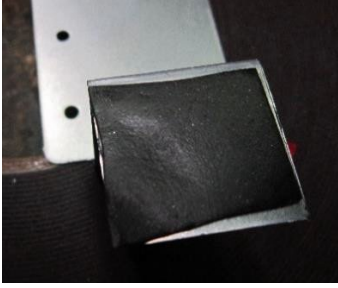
4. Close glass lid.
5. Lift cooktop free of countertop and place bottom side up on soft working surface.
6. Remove heat shield from bottom of appliance, setting heat shield, screws, and washers aside.



7. Clean bottom of main top near regulator with a 50/50 mixture of rubbing alcohol and water.

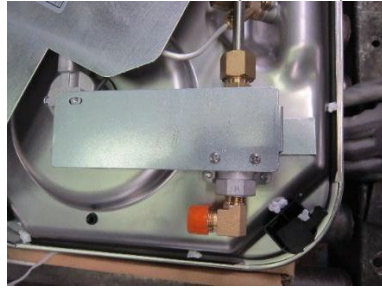
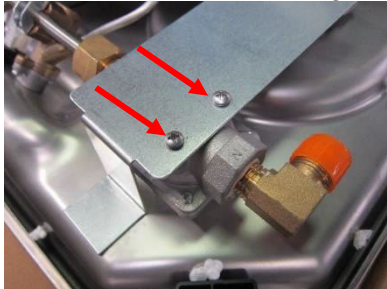


8. Peel red liner from tape on bottom of bracket assembly (064351).

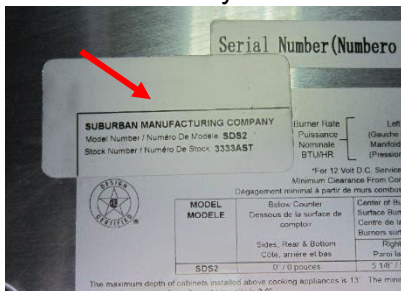


9. Place bracket assembly over regulator and align screw holes. (Ensure regulator mounting surface is parallel to bottom of main top.)

10. Attach bracket to regulator with two screws (122292).



11. Apply force of 15 lbs. minimum to regulator bracket to firmly adhere VHB tape. (Minimum application temperature of 50°F. If necessary, heat tape and application surfaces prior to adhesion.)
12. Reinstall heat shield using retained screws and washers.
13. Cover “3031AST” with sticker (194460) or cover “3032AST” with sticker (194450) on large heat shield sticker. Clean oily residue as required for proper label adhesion.



14. Turn unit over and open glass lid.
15. Remove both burner control knobs.
16. Using needle nose pliers, remove top nut securing the left valve to the main top. Your cooktop may have one or two nuts securing each gas valve.



17. Tighten bottom nut if your cooktop had two nuts on each gas valve.

18. Snip tip of Loctite 243 (410350) and apply one drop of threadlocker to approximately 2nd valve thread if each valve has two nuts. Apply one drop of threadlocker to approximately the 4th thread if each valve has only one nut.



19. Install top nut and torque to 20 in-lb.



20. Reinstall control knob.



21. Repeat steps 16 through 20 for the right control.



22. Reinstallation of unit is reverse of removal.
23. Submit warranty claim to Laborclaims@airxcel.com
24. This completes the recall remedy steps.

If after contacting Off Grid Trailers or 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.

If you no longer own this vehicle, please notify Off Grid Trailers by calling 1-800-786-3221 or email warranty@offgridtrailers.com.

Off Grid Trailers LP sincerely apologizes for this inconvenience and should you have any questions our contact information follows;

warranty@offgridtrailers.com

[SUBURBAN RECALL NOTICE - Off Grid Trailers](#)

1-800-786-3221

Off Grid Trailers

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