



IMPORTANT SAFETY RECALL

Safety Recall: Nexus RV 21V-780 and Dometic 20E-071

November 2021

This Notice Applies to Your Recreational Vehicle

Dear Valued Customer:

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

Nexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 through 2020, manufactured with the Dometic S31, R1731 or R2131 propane-cooking stove.

Reason for this recall

An odor of gas near the stove may be detected when not in operation. If user attempts to tighten the bolt for the stove's valve in order to stop the smell, they could over-tighten the bolt and cause damage to a seal. This can result in a continuous gas leak. A propane gas leak could create risk of a fire or explosion.

Recall Remedy

Replace the manifold bolts and valve seals and perform a leak test. Dometic Recall Hotline contact #s: 888-943-4905 or 574-389-3713 or go to www.Dometic.com

What we need you to do

Please read the enclosed information from Dometic carefully and confirm the model and serial number of the cooking stove in your recreational vehicle. If the model and serial number is included in the Dometic recall population, please call a Nexus RVs dealer as soon as possible and set an appointment for the Recall Remedy. The repair will take approximately 1 hour.

DO NOT USE YOUR STOVE IF IN THE AFFECTED POPULATION.

When inspection does **NOT** find a recalled cooking stove, please complete and return the Compliance Reply Form to Nexus RVs so we can update our records.

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 had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service Department. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Nexus RVs customer service, you may want to contact NHTSA. To submit a written complaint, contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or 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 certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,
Nexus Compliance Management

Nexus RVs, LLC Regulatory Compliance Reply Form

Recall #s:	21V780 Nexus RVs, LLC 20E071 Dometic Corporation
Recall Description:	A Damaged seal may allow continuous gas leak – Safety Risk

VIN#:	Serial #:
Name:	
Address:	
City, State & Zip Code:	

I performed the Inspection of the Cooking stove in my recreational vehicle per Dometic's Instructions provided.
The Series /Model and Serial # on the stove **DO NOT** match Dometic's list of recalled stoves.

Please complete the information below and email to compliance@nexusrvLLC.com

DO NOT USE YOUR STOVE IF IN THE AFFECTED POPULATION.

Series and Model of Stove: R									
Serial # on Stove:									
I no longer own/possess the vehicle for the following reason: <i>(Please mark appropriate line)</i>			➤ I Sold it: _____				Date of		
			➤ I Traded it: _____				Sale/Trade: _____		
			➤ Destroyed/Totaled: _____						
			➤ Stolen: _____						
			➤ Exported: _____						
Sold or Traded To:									
Name:									
Address:									
City, State & Zip Code:									
Phone Number:					Email:				

Signature: _____ **Date:** _____

R1731,R2131,& S31 Cooking Stove Recall 21V780 & 20E071

Affected Model & Serial Numbers

R1731 Series Model Numbers:

(Model Number)	(Item Number)	(Legacy Number)
R1731-BBPCMO	9600005500	50423
R1731-BBPFBO	9600005499	50422
R1731-BBPFBR	9600005509	50432
R1731-BBPFMO	9600021027	50516
R1731-BDICMO	9600023363	50932
R1731-BSPCMO	9600005505	50428
R1731-BSPCMR	9600005512	50435
R1731-BSPFBO	9600005503	50426
R1731-BSPFBR	9600005510	50433
R1731-BSPFMO	9600005504	50427
R1731-BSPFMR	9600005511	50434
R1731-SLICMO	9600023384	50938
R1731-SSPCMO	9600005507	50430
R1731-SSPFBO	9600008810	50459
R1731-SSPFBR	9600014849	50515
R1731-SSPFMO	9600005506	50429
R1731-SSPFMR	9600005513	50436

R2131 Series Model Numbers:

(Model Number)	(Item Number)	(Legacy Number)
R2131-BBPCMO	9600005518	50443
R2131-BBPFBO	9600005517	50442
R2131-BSPCBO	9600008809	50462
R2131-BSPCMO	9600005521	50446
R2131-BSPFBO	9600005519	50444
R2131-BSPFMO	9600005520	50445
R2131-BSPFMR	9600005525	50450
R2131-SSPCMO	9600005523	50448
R2131-SSPFMO	9600005522	50447

R1731 & R2131 Series Serial Numbers:

(Year)	(Serial Number Range)
2018	81897193 through 85299999
2019	90100000 through 95299999
2020	00100000 through 02799381

S31 Series Model Numbers:

(Model Number)	(Item Number)	(Legacy Number)
S31-BMFBO	9600005915	50300
S31-BPFBO	9600005916	50301
S31-SPCMO	9600005917	50304
S31-SPFMO	9600005945	50303

S31 Series Serial Numbers:

(Year)	(Serial Number Range)
2018	SU82200001 through SU83900100
2019	SU93400001 through SU93400100
2019	SU93600001 through SU93600300
2020	SU02100001 through SU02100100

NOTES:

Both the model number **and** the serial number must be on the list to be affected by their call.

The complete serial number for these stoves often begins with the five (5) digit legacy number noted above; this number will need to be temporarily disregarded to determine if the stove is affected by the recall.

If an R1731, R2131, or S31 model stove is affected by the recall, the manufacture date on the model & serial number data tag will be between 05/03/2018 through 07/09/2020.

Recall Dept contact information: 888-943-4905/574-389-3713 (local) or recall@dometic.com

(November 2021)

November, 2021



IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



Dear Valued Customer:

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

RE: Dometic S31, R1731, AND R2131 Series COOKING STOVES; Recall – 20E071

Dear Valued Customer:

Dometic Corporation has decided that a defect which is related to motor vehicle safety exists on the S31, R1731, AND R2131 Series COOKING STOVES that were manufactured between May of 2018 and July 9, 2020.

The Problem:

The user of a recreational vehicle or marine vessel can become aware of the potential defect when, after some period of usage, begins to smell gas near the stove when it is not in operation; if the user or other servicer then attempts to tighten the bolts that hold the valves under the stove burners, the tightening action can cause irreversible damage to the O-ring seal at the valve(s), resulting in a continuous gas leak. Such leak can result in a fire.

Affected Units:

The potentially affected Cooking Stoves have the following model series numbers

S31

with suffixes **S31** with suffixes BMFBO, BPFBO, SPCMO, SPFMO

R1731

with suffixes BBPFBO, BBPCMO, BBPFBR, BBPFMO, BDICMO, BSPCMO, BSPCMR, BSPFBO, BSPFBR, BSPFMO, BSPFMR, SLICMO, SSPCMO, SSPFBO, SSPFBR, SSPFMO, AND SSPFMR

with suffixes BBPFBO, BBPCMO, BSPCBO, BSPCMO, BSPFBO, BSPFMO, BSPFMR, SSPCMO, SSPFMO,

The potentially affected Cooking Stoves have serial number ranges as follows:

the S31 Cooking Stoves that are in the population of the potentially defective units are **between SU02100001 – SU0210100; SU93600001 – SU93600300; and SU82200001 – SU83900100.**

the R1731 and R2131 Cooking Stoves that are in the population of the potentially defective units are **between 81897193 through 02799381.**

IF YOU OWN ONE OF THE UNITS SHOWN ABOVE AND YOU SMELL GAS, BECAUSE GAS CAN LEAK INTO THE RV THROUGH A DAMAGED STOVE VALVE, 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 STOVE VALVE IS REPAIRED AND DO NOT ATTEMPT TO USE THE COOKING STOVE. OPEN ALL WINDOWS AND DOORS TO DISSIPATE GAS FUMES. REMOVE ALL IGNITION SOURCES FROM THE AREA INSIDE THE RV UNTIL ALL TRACES OF GAS SMELL ARE GONE. DO NOT ATTEMPT TO USE ANY GAS APPLIANCE IN THE RV INCLUDING THE COOKING STOVE UNTIL THE REMEDY IS INSTALLED ON YOUR S31, R1731, OR R2131 COOKING STOVE.

DO NOT ATTEMPT TO REPAIR A GAS LEAK OCCURRING WITHIN OR EMANATING FROM THESE COOKING STOVES ON YOUR OWN. ANY REPAIR OR REMEDY SHOULD BE PERFORMED BY A DOMETIC-QUALIFIED SERVICE TECHNICIAN.

How do I know if my COOKING STOVE is part of the 21V780 or 20E071 NHTSA Recall?

1. Find the S31, R1731, OR R2131 SERIES 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 go to www.Dometic.com to confirm that your S31, R1731, OR R2131 SERIES COOKING STOVE is one in the population of Recalled units for Recall 21V780 or 20E071.



How do I remedy my S31, R1731, OR R2131 SERIES COOKING STOVE 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 YOU SMELL GAS.**
3. **Whether you experience the “gas smell” or not:** Contact any Dometic authorized dealer/service center or call the Dometic Recall Hotline at 888-943-4905 or 574-389-3713. They will direct you to a Service Center to have the remedy installed on your RV or Boat S31, R1731, or R2131 cooking stove so that the leak from this potential 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 December 1, 2020 and will be installed at **NO COST** to you. The Remedy kit consists of gaskets, washers, and thread locking bolts. The Dometic Authorized Service Center will install the remedy for you. This repair will take approximately one (1) hour.
5. **DO NOT ATTEMPT TO MAKE THE REPAIR YOURSELF. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CREATE A GAS LEAK OR MAKE A VERY SMALL GAS LEAK THAT YOU CAN SMELL WORSE AND 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 20E071 Cooking Stove Recall Response Card and sends it back to Dometic. The Recall Response Card is already set up with postage for return.

If YOU no longer Own the RV or Boat with the S31, R1731, or R2131 cooking stove:

If you are no longer an owner of an RV or Boat that has an S31, R1731, or R2131 cooking stove, please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 and tell 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 21V780 or 20E071:

In order to reach as many customers who own an RV or Boat with the Dometic S31, R1731, or R2131 cooking stove installed, Dometic Corporation and the original equipment manufacturers of RVs, and Boats will each send notifications, which ALL pertain to the same single Recall (21V780) or (20E071).

One Final Request:

Nexus RVs LLC and Dometic Corporation appreciates your business and is committed to your safety. Before you forget, please check to see if your S31, R1731, or R2131 cooking stove is one of the models shown here and if it is in the recall population. Follow these instructions so that you remain safe and your cooking stove gets the proper remedy installed.

In the event that you find it difficult to carry out the instructions provided, please call our Recall Line at 888-943-4905 or 574-389-3713. If you still cannot complete the remedy and are dissatisfied with our service, you can contact the National Highway Traffic Safety Administration at <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:

Nexus RVs LLC & Dometic Sincerely apologizes for any inconvenience that this may have caused. We are dedicated to developing innovative products that are safe to use and serve the needs and enhance the experience of our mobile customers. Thank you for this opportunity to serve you.

Sincerely;

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Sincerely;

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