

# Part 573 Safety Recall Report

## 21V-764

**Manufacturer Name :** Highland Ridge RV**Submission Date :** SEP 30, 2021**NHTSA Recall No. :** 21V-764**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Highland Ridge RV

Address : 955 Tuscany Drive

Shipshewana IN 46565

Company phone : 260-768-7771

**Population :**

Number of potentially involved : 48

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2021 Highland Ridge Open Range

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : MY 2021 Open Range - 48

Production Dates : JAN 19, 2021 - JUN 28, 2021

VIN Range 1 : Begin : 58TBH0AH0M15Y3056 End : 58TBH0AHXM15Y3128 ☒ Not sequential**Description of Defect :**

Description of the Defect : The flame on the cook top will invert when the furnace is running.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When the furnace and cooktop are operated at the same time the cooktop burner flame can invert leading to an increased risk of personal injury or fire.

Description of the Cause : The cooktop is installed in a cabinet that is not sealed from the furnace area.

Identification of Any Warning that can Occur : An inverted flame may be observed on the cooktop.

**Involved Components :**

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

On July 12, 2021 Jayco received a complaint alleging the flame on the stove inverted when the furnace and stove were running. This was investigated by WIRC and when it was discussed on 8/23/21, the Warranty Incident Review Committee decided to elevate the incident to CPAC. The Corrective and Preventive Action Committee reviewed this allegation on 9/1/21. CPAC determined that a change was made from a Dometic furnace to a Suburban furnace which had a higher output causing negative pressure resulting in the inversion of the flame when the stove and Suburban furnace operated at the same time. An investigation began to identify which units had the change made to the furnace and could exhibit this condition. Four more similar allegations were identified from our records. During the 9/15/21 CPAC meeting it was decided to elevate this incident to SSC. On 9/23/21, the Safety Steering Committee met and voted to proceed with a safety recall for this incident.

### Description of Remedy :

Description of Remedy Program : Sealant and plywood panels will be used to seal the area around the gas line hose and the area adjoining the cooktop. On some units, plywood panels will be installed to separate the furnace and cooktop. This remedy will be done at no cost to the owner. Prenotification remedy will be handled by our recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Sealant will be visible in the area around the gas line hose and the area adjoining the cooktop.

Identify How/When Recall Condition was Corrected in Production : Sealant and plywood panels were used to seal the area around the gas line hose and the area adjoining the cooktop.

**Recall Schedule :**

Description of Recall Schedule : Highland Ridge will notify the dealers and owners of these recreational vehicles by letter. A final copy of the owner letter and dealer repair instructions will be provided to NHTSA.

Planned Dealer Notification Date : NOV 29, 2021 - NOV 29, 2021

Planned Owner Notification Date : NOV 29, 2021 - NOV 29, 2021

\* NR - Not Reported