

# Part 573 Safety Recall Report

## 24V-299

**Manufacturer Name :** Highland Ridge RV

**Submission Date :** APR 29, 2024

**NHTSA Recall No. :** 24V-299

**Manufacturer Recall No. :** 9904606



### Manufacturer Information :

Manufacturer Name : Highland Ridge RV

Address : 955 Tuscany Drive

Shipshewana IN 46565

Company phone : 260-768-7771

### Population :

Number of potentially involved : 681

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2022-2023 Highland Ridge Mesa Ridge TT, Mesa Ridge XLT FW, Open Range Roamer FW, Open Range TT, Silverstar TT, Silverstar XLT FW

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Suburban Manufacturing provided Jayco Inc. with with a list of slide in range models that we purchased affected by their equipment recall 24E-028. Our Regulatory Compliance Team determined the scope from our production records.

Production Dates : JAN 04, 2022 - JUN 15, 2023

VIN Range 1 : Begin : 58TBH0BT0N3MB3090 End : 58TCT0BU3P3PD3051 ☒ Not sequential

### Description of Defect :

Description of the Defect : The LED backlight printed circuit boards (PCB) are not fully coated. The lack of conformal coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate which could result in a short circuit resulting in the failure of the PCB.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the PCB fails, it can become overheated and the polyethylene cover of the lights can melt and possibly ignite causing a fire.

Description of the Cause : The PCBs did not have the correct amount of conformal coating to properly seal the circuit board from contamination.

Identification of Any Warning that can Occur : The LED backlights of the cooktop knobs can remain on even when they are in the off position. The LED backlights can come on and stay illuminated at random.

### Involved Components :

Component Name 1 : LED Lighting Board

Component Description : Printed Circuit Board with Mounted LED Lights

Component Part Number : 233583, 233584, 233592, 233593

### Supplier Identification :

#### Component Manufacturer

Name : ZFan Technologies Inc

Address : 11910 Oak Creek Parkway  
Huntley Illinois 60142

Country : United States

### Chronology :

4/5/2024 Suburban notified Jayco Inc. Compliance by email of their equipment recall 24E-028 that they filed with NHTSA regarding certain slide in range models that contain Red LED backlight knobs that we purchased affected by their equipment recall 24E-028.

4/8/2024 The Warranty Incident Review Committee (WIRC) discussed the incident and elevated it to CPAC.

4/17/2024 The Corrective Preventive Action Committee (CPAC) discussed the incident and elevated it to SSC.

4/25/2024 The Safety Steering Committee (SSC) met and voted to proceed with filing a safety recall with NHTSA.

Jayco is not aware of any warranty claims or injuries related to this matter.

### Description of Remedy :

Description of Remedy Program : The remedy for the defect will be to disconnect and cut the circuit powering all of the LED backlights and properly terminate all of the wiring. The remedy will be done at no cost to the owner. Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA. Jayco will notify affected retail owners and dealers. Jayco will file completion reports.

How Remedy Component Differs from Recalled Component : The remedied range will have all of the LED backlight wiring disconnected and cut. The wiring will be properly terminated.

Identify How/When Recall Condition was Corrected in Production : The lights were removed from production starting March 6, 2024.

Recall Schedule :

Description of Recall Schedule : Jayco will notify its dealers and affected retail owners.  
Planned Dealer Notification Date : MAY 30, 2024 - MAY 30, 2024  
Planned Owner Notification Date : MAY 30, 2024 - MAY 30, 2024

\* NR - Not Reported