



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 21E-047

Date: July 1, 2021

VIA EMAIL & UPS DELIVERY

OEM CUSTOMER NOTIFICATION

This Customer Notification is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Lippert has conducted a thorough investigation and determined an issue which relates to motor vehicle safety may exist in certain vehicles equipped with a 6400 Series window vent produced by our Michigan facility which was formerly Hehr International. There is the possibility of the vent portion of the involved windows experiencing an issue with the window adhesive bonding. Our records indicate that your company purchased one or more of the involved 6400 series windows built between 10/01/2018 and 08/13/2020 which are the subject of this recall. The 6400 Series Vented Windows sold to you which are subject to the recall are listed in detail in a spreadsheet included with this notice. **If these products are still in your inventory, you must not sell or install these into units. It is a violation of federal law to sell any of the listed 6400 series windows covered by this recall until the defect is remedied. The window vent inspection instructions are enclosed with this letter.**

WHAT WE WILL DO

Lippert will supply a gauge to be used while conducting inspections of the vent portion of the 6400 series windows (Recall Inspection Part Number 2021094575), as well as a replacement vent if the original vent is found to have an adhesive bond issue. Lippert will also reimburse you for 0.4 labor charged by your dealers to inspect the involved vented windows and/or replace any needed vent at the flat rate of 0.5 hour. The parts for the remedy are currently available.

WHAT YOU SHOULD DO

You or your dealer must inspect the involved component as outlined on the attached instructions and submit a claim documenting the completed repair for payment of the labor charges. Lippert's Customer Service department may be reached via email at recall@lci1.com or via phone at 574-538-4514 if there are any questions. Lippert does **not** require advance contact or a pre-auth be obtained; labor allowance for this inspection is 0.4 and labor allowance for the repair is 0.5 with the original vent **not** required to be returned. Lippert will coordinate shipments of the needed inspection gauge as well as window vent with the RV Manufacturer.

If you are not satisfied, we have done our best to remedy this situation, you may 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://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.

We regret any inconvenience this concern may cause you. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance to us. Thank you for your attention and cooperation in this matter.

Sincerely,

Lippert Components, Inc.