

Part 573 Safety Recall Report

21V-663

Manufacturer Name : Coach House, Inc.**Submission Date :** AUG 30, 2021**NHTSA Recall No. :** 21V-663**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :****Manufacturer Name :** Coach House, Inc.**Number of potentially involved :** 24**Address :** 3480 Technology Drive
Nokomis FL 34275**Estimated percentage with defect :** 1 %**Company phone :** 800-235-0984**Vehicle Information :****Vehicle 1 :** 2019-2022 Coach House Platinum II**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** OTHER**Power Train :** DIESEL**Descriptive Information :** On or about July 2, 2021 Lippert Components, Inc. sent out an Important Safety Recall (21E-047).

The reason for this notice was to inform OEM Manufacturers of a possible defect in certain 6400 Series Vented Windows.

Coach House, Inc. was given a list of purchases made from Lippert Components, Inc. during the recall period.

There were a total of seventeen (17) windows purchased.

The window in question is the Coach House 20" x 30" Frameless Exit Window.

Coach House, Inc. keeps computerized records of the models produced and the last know owner of each vehicle.

A search was completed and Coach House, Inc. found 24 end-users that needed to be notified of the possible defect.

Without serial numbered windows, Coach House, Inc. has decided to include 7 more end users than number of windows to ensure that we have the "best chance" of catching all vehicles that could have been affected.

Production Dates : MAR 01, 2019 - AUG 15, 2021**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2022-2022 Coach House Platinum
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

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Production Dates : MAR 01, 2021 - AUG 01, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Possible loss of bond between the 2 pieces of glass allowing the vent seal to be compromised.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Possibility of the window adhesive failing which could allow the vent to detach and cause a crash.

Description of the Cause : Stress induced failure of window adhesive bonding.

Identification of Any Warning that can Occur : During regular maintenance possibly noticing a loss of bonding.

Involved Components :

Component Name 1 : 20" x 30" Frameless Exit Window

Component Description : 6400 Series Vented Window (VEPW)

Component Part Number : 1-6473-00-0-195-295-000-0-3535-9331-0000

Supplier Identification :

Component Manufacturer

Name : Lippert Components, Inc.

Address : 2703 College Avenue
Goshen Indiana 46528

Country : United States

Chronology :

An IMPORTANT SAFETY RECALL (21E-047) notice was sent by Lippert Components, Inc. to Coach House, Inc. on or about 7/2/2021.

On 8/24/21 a telephonic conference was had between Tom Molay (Warranty Administrator - Coach House, Inc.) and Pamela Vandermel (Director of Warranty - Lippert Components, Inc.) and Bobby Bradley (Lippert Components, Inc.)

During the phone conference it was determined that only the 20" x 30" Exit Window was involved in this recall as it pertains to Coach House, Inc. Other windows are "non-vented" and not under this recall.

Also, it was determined that a total of 17 Windows were purchased by Coach House, Inc. during the recall period.

Coach House will determine which motorhomes used this window, and cross-check the owner's database for known end-users of this window.

A recall campaign in compliance with NHTSA guidelines will be conducted to inform end-users of the possible defect and let them know the remedy available to them.

Description of Remedy :

Description of Remedy Program :	<p>Coach House, Inc. will send notification letters by email and also regular mail to the known end-users of motorhomes produced by Coach House, Inc with this potential defect.</p> <p>Lippert Components, Inc. will also be notified of this list so that they may send each of the known end users instructions, and a "GO / NO GO" tool to determine if the window has a potential defect.</p> <p>If a defect is found, Lippert Components will (at no cost to the end-user) make available a new glass pane and pay for replacement of the glass pane.</p> <p>Owner's of vehicles with a faulty window should contact:</p> <p style="padding-left: 40px;">Lippert Components - Warranty Pamela Vandermel 2703 College Avenue Goshen, IN 46528</p> <p style="padding-left: 40px;">(574) 312-6040</p> <p>Lippert will arrange at no cost to the end user installation of the new window pane.</p>
How Remedy Component Differs from Recalled Component :	<p>By using the "GO / NO GO" tool, end users can quickly identify if the window in question needs replacement. The tool will be supplied for free by Lippert Components using the spreadsheet containing the known end-users of this product. Coach House, Inc. will supply Lippert Components, Inc. a copy of the 24 end users who need to have instructions, and a "GO / NO GO" tool shipped to them free of charge.</p>
Identify How/When Recall Condition was Corrected in Production :	<p>Coach House, Inc. had no more windows in production at the time of the recall. All windows had been used before the recall notice was sent out by Lippert Components, Inc.</p>

Recall Schedule :

Description of Recall Schedule :	<p>Coach House, Inc. will identify the known end-users who may have affected motorhomes by 8/31/21.</p> <p>Coach House will submit a "draft" notification letter to the NHTSA by 9/3/21.</p> <p>Coach House will email end users with a copy of the notification letter within 7 days after approval by the NHTSA.</p> <p>Coach House will mail approved copies of the notification letter with an approved envelope by 9/30/21 if at all possible.</p>
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Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : SEP 30, 2021 - OCT 31, 2021

* NR - Not Reported