



Recreational Vehicle Safety Recall Notice

Safety Recall: 21V-663

10/1/2021

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: WDAPF4

Dear

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Coach House, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2019 -2022 Model Year Coach House recreational vehicles. As a result, Coach House, Inc. is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

REASON FOR THIS RECALL

The vehicles subject to this recall may have an affected Lippert Components, Inc. (Formerly Hehr International) 20" x 30" Frameless Exit Window installed in them. These windows may have an issue with the adhesive bonding agent. It is possible that the adhesive could fail, allowing the glass to detach and cause a crash.

WHAT WE WILL DO

In the upcoming days, Lippert Components will send to you a "Go / No Go" gauge for you to test the adhesive bonding agent in your 20" x 30" Exit Window. Along with this gauge, there will be instructions as to how to perform this test. The ONLY window you need to test is the 20" x 30" Exit Window at the rear of your Coach House PLATINUM or PLATINUM II series motorhome. NO OTHER windows are affected by this recall. If your window does not pass inspection, please call Lippert Components at 1-574-538-4517 to schedule a repair at no cost to you. Lippert Components will help find a service center in your area.

WHAT WE NEED YOU TO DO

Please follow the instructions from Lippert Components, Inc. which will be included with the "Go / No Go" gauge. The inspection will take approximately 15 minutes to complete. If you have questions or need assistance with the inspection, please contact Lippert or Coach House customer service at the numbers below.

Lippert Components, Inc.

1-574-538-4517 OR email recall@lci1.com for more information.

If you have any questions, you can reach out to:

Tom Molay
tmolay@coachhouseserv.com
Customer Care Manager
Warranty Administrator
Coach House, Inc.

3480 Technology Drive
Nokomis, FL 34275
941-485-0984 / 1-800-234-0984

**3480 Technology Drive
Nokomis, FL 34275
1-800-235-0984**

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS

If you do not have access to a computer or need further assistance, please contact Lippert Components, Inc at 574-538-4514. Please contact **Coach House, Inc.** by mail at 3480 Technology Drive, Nokomis, Fl. 34275, or by phone at (800) 235-0984 if Lippert Components, Inc. is unable to assist or does not remedy the condition within a reasonable amount of time, or without charge to you.

If after contacting Coach House, Inc. you are still not satisfied we have done our best to remedy this situation, you may also 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://www.safercar.gov>.)

We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,

David Gerzeny
President
Coach House, Inc.
cc: National Highway Traffic Safety Administration (NHTSA)



LIPPERT
COMPONENTS®

**3480 Technology Drive
Nokomis, FL 34275
1-800-235-0984**

Inspection

The provided gauge has a colored segment at one end (Fig. 5). Use the gauge as outlined in the instructions below to determine any possible break in the seal.

1. Be sure window is in closed position.
2. Lightly insert the gauge into the gap between the glass and the frame (Fig. 6) starting near the hinge on the exterior side of the window.
3. The gauge should stop within the colored segment (Fig. 7).
4. Continue reinserting the gauge at different points, working around the glass.

NOTE: If the gauge inserts beyond the colored segment (Fig. 8) this indicates a possible break in the seal and the vent of the window will need replacing.

