



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 21V672
Date: October 1, 2021
VIA EMAIL & FED EX DELIVERY

RETAIL 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

Our Supplier for windows installed in our Custom Sleepers and Motorcoaches is Lippert Components. Lippert has issued a recall for their 6400 Series Window vent that is installed on windows manufactured by Lippert between 10/01/2018 and 08/13/2020. Gracie Industries, LLC d/b/a Bolt Custom Trucks (Bolt Custom Trucks) is recalling certain 2018 to 2021 Custom Sleeper Trucks equipped with Lippert Hehr 6400 series windows. The adhesive that bonds the vented portion of the window may fail. Adhesive failure may cause the vent portion of the window to detach, increasing the risk of crash or injury. Lippert has provided us a list of their shipments to us with affected windows. We have identified the vehicles produced within the date range of these windows and are similarly issuing our own recall on these vehicles. Furthermore, we have been provided window inspection and repair instructions by Lippert, as well as the relevant tools for doing so. We have reproduced these instructions as it applies to our sleepers and motorcoaches and these instructions are enclosed with this letter.

WHAT WE WILL DO

We will facilitate you being supplied by ourselves or Lippert a gauge to be used while conducting inspection 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 for yourself or your customers to inspect the involved vented windows and replace any needed vent at the flat rate of 0.5 hour. Lippert says that the parts for the remedy are available when needed. The instructions mentioned above also include instructions for properly presenting billing to Lippert for this inspection and repair time, as well as their invoice requirements.

Furthermore, we will provide you with a list of the relevant vehicle make, model and VINs that are subject to this recall.

WHAT YOU MUST DO

You must inspect and, if applicable, repair the identified vehicles identified per these included instructions. As stated you can submit a claim to Lippert for reimbursement of the inspection and repair labor charges. These claims may be submitted to Lippert's Customer Service department via email to recall@lci1.com or they can be reached by phone at 574-538-4514 if there are questions. Alternatively, we can be reached by email at bcallan@boltcustom.com or by phone at 260-748-0314. Lippert does **not** require advance contact or a pre-authorization to be obtained. Once again, the labor allowance for this inspection is 0.4 and the labor allowance for the repair is 0.5 with the original vent **not** required to be returned. Lippert will coordinate shipment of the needed inspection gauge as well as window vent with you.



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 Ave. 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,

Bolt Custom Trucks and AA Truck Sleeper