



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 22E-055

Date: July 11, 2022

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 specific electric retractable awnings up to 18' in length. There is the possibility of the welded seam at the fabric to coach interface separating. Our records indicate that your company purchased one or more of the involved Lippert awnings built between 01/17/2022 and 06/14/2022 which are the subject of this recall. The Electric awnings up to 18' in length 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 awnings covered by this recall until the defect is remedied. The awning inspection instructions are enclosed with this letter.**

WHAT WE WILL DO

Lippert will reimburse dealers or mobile repair facilities to perform the necessary inspection and, if needed, repair of the fabric portion of certain 18' or smaller electric awnings. Please see the enclosed inspection instructions. Any parts which may be determined to be needed 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 inspection and verification of no issue found for payment of the labor charges.. If an issue is found you or your dealer must complete the outlined 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 0.2 hours and labor allowance for the repair is 0.3 hours with the original fabric **not** required to be returned. A photo of the issue and a clear photo of the awning tag must be submitted once inspection or repair is completed. Lippert will coordinate shipments of any needed repair kits or product 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.