



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 23E-008

Date: February 23, 2023

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 entry doors for motorized RV product built with Global Link Motorized Rotary Latch MRL-41210-2006. There is the possibility the latch may malfunction and pose an issue with exit from the motorhome. Our records indicate your company purchased one or more of the involved Lippert entry doors built between 09/01/2022 and 01/21/2023 containing the latch which is the subject of this recall. The entry doors 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 inspect and/or replace the latches of certain entry doors installed on motorized RV's. Please see the enclosed 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 latch inspection is 0.3 hours. Labor allowance for inspection and replacement of this latch is 0.7 hours with the latch **not** required to be returned. Lippert will coordinate shipments of any needed replacement latches 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.