



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 23E-027

Date: April 6, 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 the **attachment bracket and hardware of specific Solar Panels sold to you by Way Interglobal prior to 12/01/2022 and sold to you by Lippert after 12/01/2022**. There is the possibility the hardware and attachment bracket may be insufficient which could allow a unit to detach from the roof of the RV. Our records indicate your company purchased one or more of the involved products sold to you by our acquired company, Way Interglobal, between 08/18/2022 and 11/30/2022 as well as sold by Lippert between 12/07/2022 and 03/25/2023. The involved products sold to you are listed in detail in two spreadsheets 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 products covered by this recall until the defect is remedied. The inspection and/or remedy instructions are enclosed with this letter.**

WHAT WE WILL DO

Lippert will reimburse dealers or mobile repair facilities 0.5 labor to install the additional hardware and bracket onto certain Solar Panels. The instructions for this recall are in process and will be forwarded to you as soon as completed and will include the part number and details of the recall repair kit.

WHAT YOU SHOULD DO

You or your dealer must complete the installation of the additional hardware and bracket which will be outlined on the repair instructions when completed. Once the repair is complete the dealer should submit a claim for payment of the labor charges to the RV Manufacturer or direct to Lippert. Lippert's Customer Service department may be reached via email at recall@lci.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 repair is 0.5 hours with no parts to be returned.

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.