



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 15E-078

Date: November 23, 2015

VIA EMAIL & OVERNIGHT DELIVERY

INTERIM CUSTOMER NOTIFICATION

This Interim 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 Components, Inc. ("LCI") has conducted a thorough investigation and decided that a defect which relates to motor vehicle safety exists in vehicles equipped with certain LCI Coachstep electric double or triple entrance steps for installation and use on motorized recreational vehicles. There is the potential of a structural fracture of the center bolt of the fan gear assembly which may cause the fan gear assembly to disengage from the steps creating an unstable platform which could cause a person to fall and result in injury. Our records indicate that your company purchased double and/or triple electric steps that are the subject of this recall. The steps sold to you that are subject to the recall are described in detail in a spreadsheet included with this notice. **If these steps are still in your inventory, you must not sell or install these units. It is a violation of federal law to sell any of the listed steps covered by this recall until the defect is remedied. The Coachstep Double Step Recall Repair Instructions (Kit Part # 389761) and/or the Coachstep Triple Step Recall Repair Instructions (Kit Part # 389152) which directs you on how to identify and repair the affected steps are enclosed with this letter.**

WHAT WE WILL DO

For the Coachstep double step, LCI will supply the bracket and parts (Kit Part # 389761), at no charge, to install on the steps. LCI will also reimburse you for the labor charged by your dealers to install the bracket at the flat rate of 0.3 hour. For the Coachstep triple step, LCI will supply the linkage, bracket and parts (Kit Part # 389152) at no charge, to install on the steps. LCI will also reimburse you for the labor charged by your dealers to replace the linkage and install the bracket at the flat rate of 0.5 hour. The parts for the remedy are currently **not available** and LCI will separately notify you when they are available to order.

WHAT YOU SHOULD DO

After you have been notified that the parts are available, you or your dealer must contact LCI's Customer Service department at 574-537-8900 or warranty@lci1.com. LCI will coordinate with you or your dealer shipment of the kits and payment of the labor charges. Pursuant to 49 C.F.R 573.13(c)(1)(iii), if your retail customer had the center shoulder bolt of the fan assembly replaced within one (1) year prior to September 18, 2015 and provides a copy of the receipt for the repair they may be eligible for reimbursement from LCI by contacting the Customer Service department.

If after contacting LCI's Customer Service 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>.) 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 action 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.