

Pamela VanderMel

From: Pamela VanderMel
Sent: Monday, January 11, 2016 8:47 AM
To: Pamela VanderMel
Subject: FW: LCI Coachstep Recall 15E-078 - Representative Copy of Notification
Attachments: 15E-078 Interim OEM Notification.tif; Coachstep Double Step Recall Repair Instructions.pdf; Coachstep Triple Step Recall Repair Instructions.pdf

From: Pamela VanderMel
Sent: Tuesday, December 15, 2015 6:15 PM
To:
Subject: FW: LCI Coachstep Recall 15E-078

Good Afternoon,

Please find attached our formal notification to your company regarding LCI Recall 15E-078 involving LCI Coachstep electric double and triple entrance steps for use on motorized recreational vehicles. The attachments to this email include our formal Interim Customer Notification as required by the National Highway and Traffic Safety Administration and our repair documents. Please note the repair kits are currently NOT available, we will separately notify you when they are available to order. Also attached is our record of your purchase and shipment history.

Please contact me if you have any questions.

Thank you,

Pamela VanderMel
Director of Warranty
Lippert Components, Inc.
Goshen, IN 46528
O: 574-312-6040
E: pamelav@lci1.com



NYSE:DW

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IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 15E-078

Date: December 14, 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@lci.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.



COACHSTEP DOUBLE STEP RECALL REPAIR INSTRUCTIONS

RECALL# 15E-078

LABOR FLAT RATE: 0.3 HOURS

Purpose

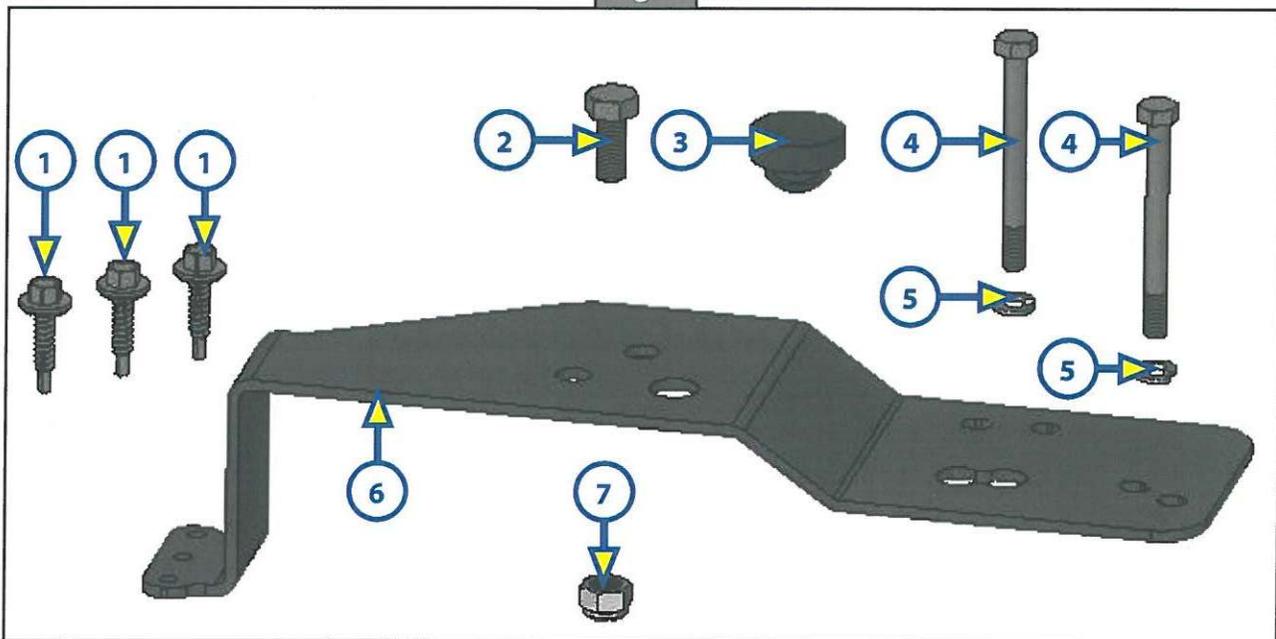
The intent of this document is to provide instructions for the installation of the Coachstep retainer bracket on double step assemblies.

Preparation

Tools and Hardware Required

- Cordless or Power Drill or Impact Wrench
- 1/8" Metal Drill Bit
- 5/16" Nut Driver Bit or Socket
- 10mm Wrench or Socket
- 2 x 1/2" Wrench or 1 x 1/2" Wrench and 1 x 1/2" Socket
- Coachstep Double Step Recall Parts Kit - P/N 389761 (Fig. 1)
- Jack Stand

Fig. 1



Callout	Part #	Description	Quantity
1	181351	Screw - #12 x 1 Hex Head Washer Tek Screw w/ B/S Washer, Zinc Plated	3
2	125557	Bolt - 5/16 - 18 x 3/4	1
3	163492	Rubber Bumper .70 x 1	1
4	183925	Bolt - 6mm - #10 x 63.5mm Hex Cap Screw GR5 Zinc	2
5	165216	Lock Washer - 6mm Zinc	2
6	386819	Retainer Bracket 11 Gauge	1
7	118043	Nut - 5/16 - 18 Nylock ZN ST	1



COACHSTEP DOUBLE STEP RECALL REPAIR INSTRUCTIONS

1. Fully extend the steps (until the motor stops).
2. Place a jack stand under the bottom step to prevent any potential attempt for automatic retraction.
3. Disconnect the power supply (4-prong connector- Fig. 2A) after extending.

NOTE: Jack stand may be removed once power supply is disconnected.

4. Remove the two motor housing bolts and lock washers (Fig. 3A). The lock washers are shown on the motor housing bolts in the images.

Fig. 2

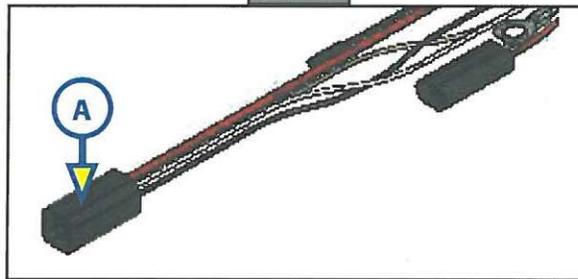


Fig. 3 - Detail

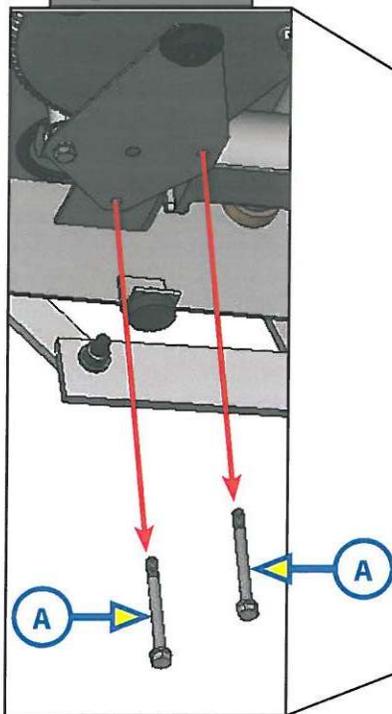
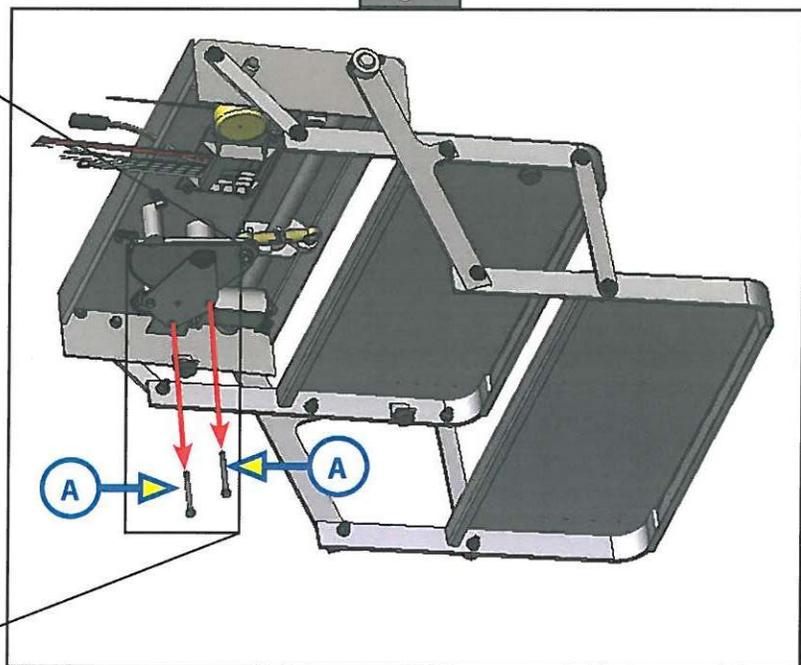


Fig. 3





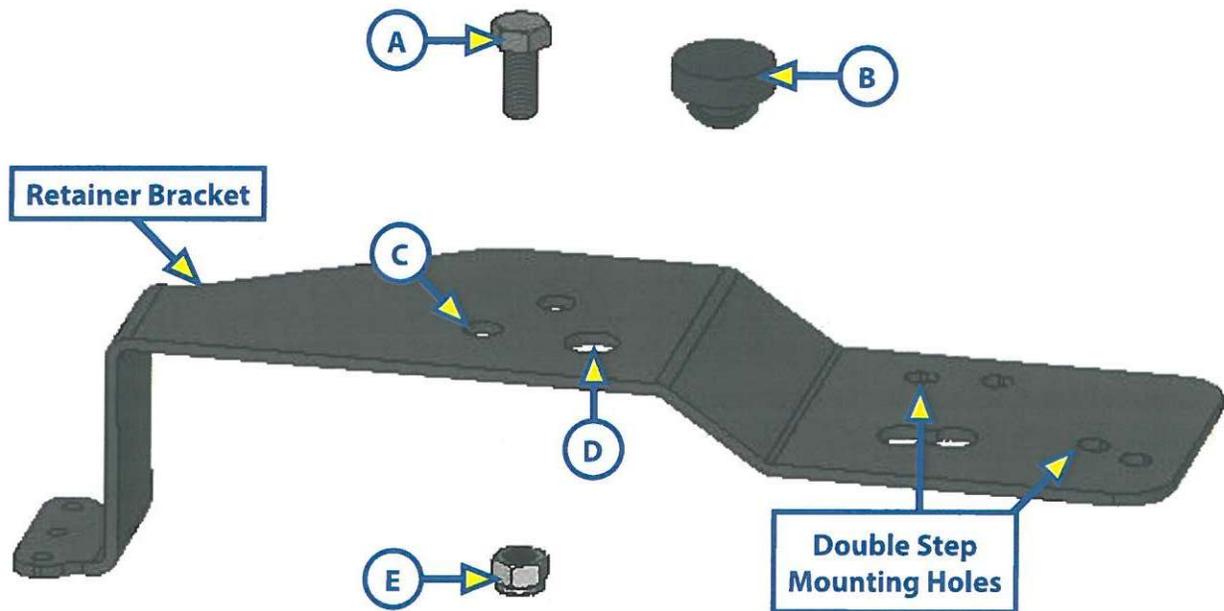
COACHSTEP DOUBLE STEP RECALL REPAIR INSTRUCTIONS

Procedure

Assembling the Retainer Bracket

1. Install the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 4A) into the appropriate hole in the retainer bracket (Fig. 4C).
2. Tighten the lock nut (Fig. 4E) onto the bolt (Fig. 4A) until the lock nut contacts the retainer bracket.
3. Install the rubber bumper (Fig. 4B) into the hole in the retainer bracket (Fig. 4D).

Fig. 4



Installing the Retainer Bracket Assembly

1. Clean any dirt or debris from the hex socket on the fan gear shoulder bolt (if necessary) (Fig. 5G).
2. Ensure that all the motor mount spacers (6 total - Fig. 5H) are still in place.
3. Insert the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 5D) directly into the hex socket of the fan gear shoulder bolt (Fig. 5G).
4. Install the 6mm - 10 x 63.5 mm bolts and 6 mm lock washers (Fig. 5E) through the appropriate mounting holes in the retainer bracket and into the motor housing.

NOTE: If alignment issues for the mounting bolts arise, loosen the lock nut on the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 5D) to allow the bolt to slide within its oversized hole. Once the mounting bolts are properly aligned, re-tighten the lock nut.

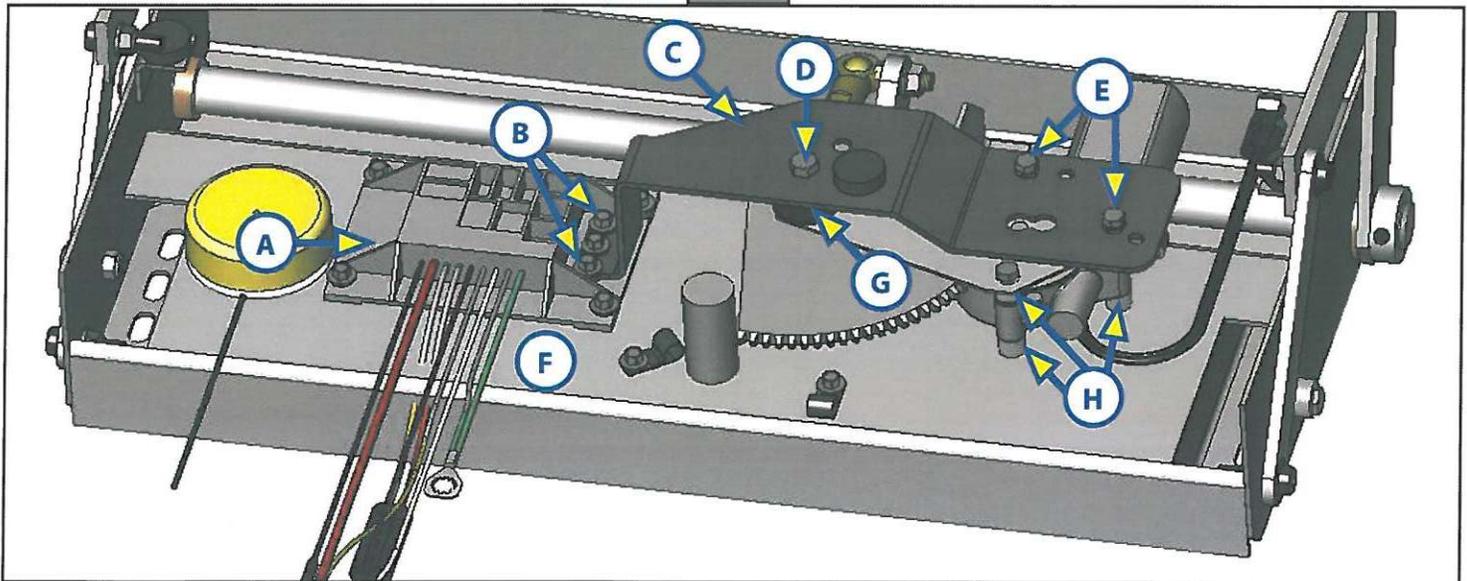
5. Install 3 tek screws (Fig. 5B) through the retainer bracket (Fig. 5C) and control box flange (Fig. 5A), and into the step housing (Fig. 5F) to secure that end of the retainer bracket.

NOTE: Pre-drilling $\frac{1}{8}$ " pilot holes prior to installing the tek screws may help simplify the installation.

6. Tighten the screw until the retainer bracket is flush with the control box flange and the foam washers on the tek screws begin to compress.

NOTE: Be sure to apply proper pressure and drill rotation speed on the drill to avoid stripping the self-drilling threads on the tek screws.

Fig. 5



7. Place a jack stand under the bottom step to prevent any potential attempt for automatic retraction.
8. Reconnect the 4-prong connector from the motor control box (Fig. 2A) to the coach power supply.
9. After moving safely away from underneath the motorized steps, remove the jack stand and test the steps for full operation via the standard operation of the coach.



COACHSTEP TRIPLE STEP RECALL REPAIR INSTRUCTIONS

RECALL# 15E-078

LABOR FLAT RATE: 0.5 HOURS

Purpose

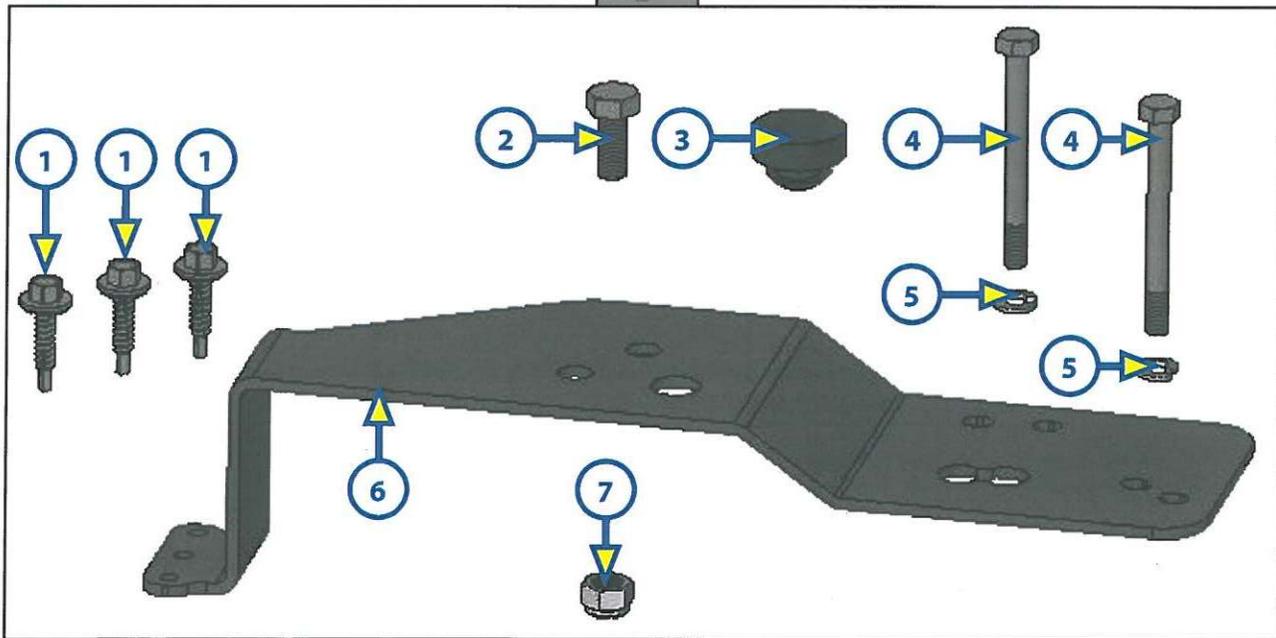
The intent of this document is to provide instructions for the replacement of the Coachstep Linkage Assembly and the installation of the Coachstep retainer bracket on triple step assemblies.

Preparation

Tools and Hardware Required

- Cordless or Power Drill or Impact Wrench
- 1/8" Metal Drill Bit
- 5/16" Nut Driver Bit or Socket
- 10mm Wrench or Socket
- Reversing Rocker Switch
- Coachstep Triple Step Recall Parts Kit - P/N 389152 (Figs. 1 & 2)
- Jack Stand
- 12 Volt Power Supply
- 2 x 1/2" Wrench or 1 x 1/2" Wrench and 1 x 1/2" Socket
- 2 x 5/16" Wrench or 1 x 5/16" Wrench and 1 x 5/16" Socket
- Torque Wrench

Fig. 1



Callout	Part #	Description	Quantity
1	181351	Screw - #12 x 1 Hex Head Washer Tek Screw w/ B/S Washer, Zinc Plated	3
2	125557	Bolt - 5/16 - 18 x 3/4	1
3	163492	Rubber Bumper .70 x 1	1
4	183925	Bolt - 6mm - #10 x 63.5mm Hex Cap Screw GR5 Zinc	2
5	165216	Lock Washer - 6mm Zinc	2
6	386819	Retainer Bracket 11 Gauge	1
7	118043	Nut - 5/16 - 18 Nylock ZN ST	1

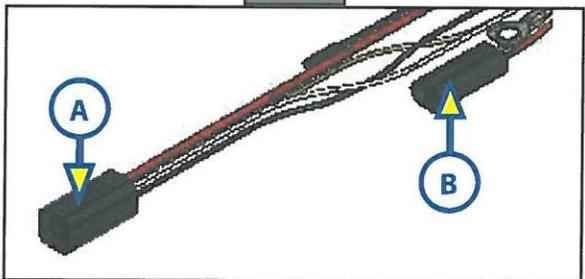


COACHSTEP TRIPLE STEP RECALL REPAIR INSTRUCTIONS

Fig. 2

Callout	Part #	Description	Quantity
1	389101	Nut - 3/8-24 Toplock Nut GR C Plated	2
2	388252	Ball Joint - 3/8-24 Female Shank, 3/8 Ball ID, Super Swivel	2
3	388253	Stud- 3/8-24 x 2 Threaded Rod, Steel GR B7	1
4	389098	Bolt - 3/8-24 x 1 1/2 HHCS GR5 ZN PTHD	1
5	389099	Bolt - 3/8-24 x 1 3/4 HHCS GR5 ZN PTHD	1

Fig. 3



Linkage Replacement Procedure

1. Fully extend the step (until the motor stops).
2. Disconnect the power supply (4-prong connector) (Fig. 3A) and the motor-to-control connector (2-prong connector) (Fig. 3B) after extending.
3. Position a jack stand (or equivalent support mechanism) under the bottom step so that the extended steps will be supported after the linkage assembly is removed (Fig. 4A).
4. Connect the motor (2-prong male connector) (Fig. 5A) directly to a 12 volt power supply (Fig. 5C) with a reversing rocker switch (Fig. 5B).

Fig. 4

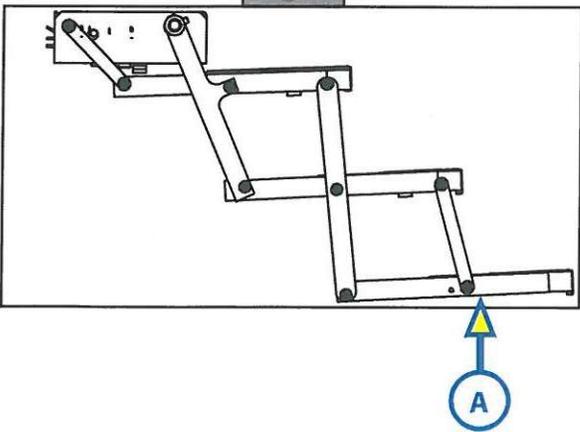
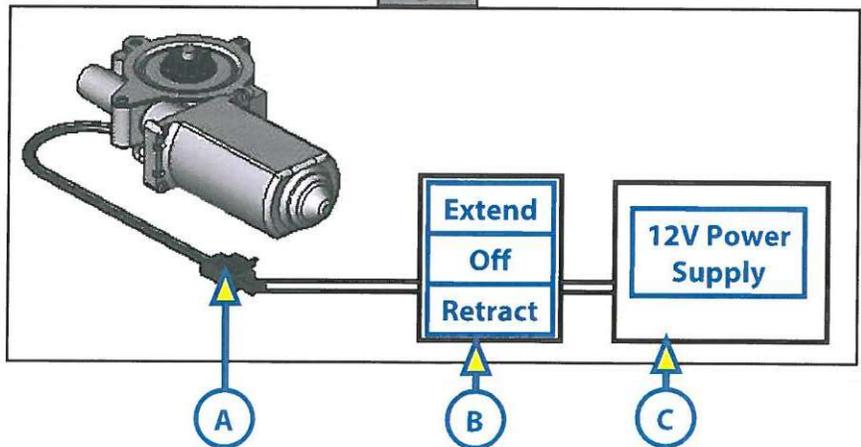


Fig. 5





COACHSTEP TRIPLE STEP RECALL REPAIR INSTRUCTIONS

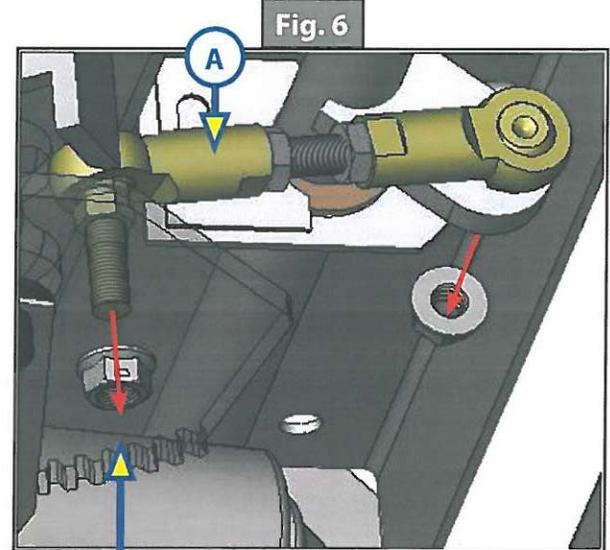
5. Uninstall and remove the linkage assembly (Fig. 6A) using a $\frac{9}{16}$ " wrench or socket and a $\frac{1}{2}$ " wrench.

CAUTION

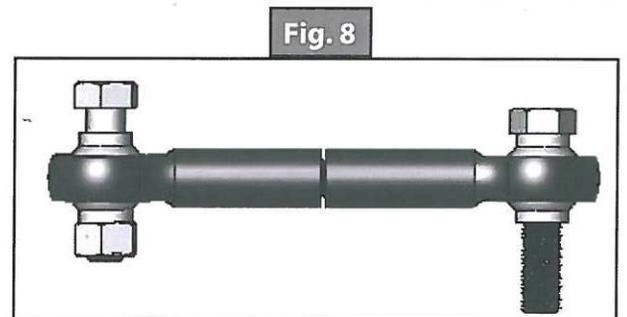
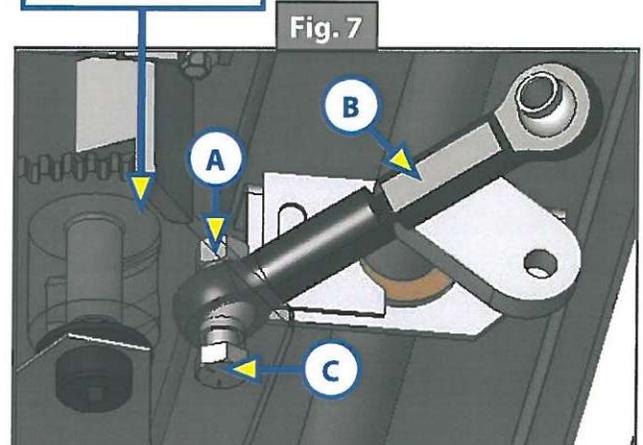
Ensure that the jack stand(s) is securely placed under the bottom step prior to removing the linkage. The steps will be able to rotate freely after linkage removal which could cause serious personal injury or damage to the coach.

NOTE: If the linkage cannot be fully removed from the assembly, adjust the jack stand(s) to allow a minimal amount of retraction and then extend and retract the motor controls as necessary to help free the linkage.

6. Once the linkage is removed, run the motor to full extension.
7. Adjust the jack stand(s) if necessary to ensure that the steps remain fully extended until the new linkage is installed.
8. Install the new linkage (Fig. 7B) to the fan gear first with a $1\frac{1}{2}$ " bolt (Fig. 7C) and toplock nut (Fig. 7A).
9. Adjust the linkage length as necessary until the $1\frac{3}{4}$ " bolt can be inserted through both the linkage end and the shaft leaf. (Fig. 8).



Fan gear shown transparent to show detail.



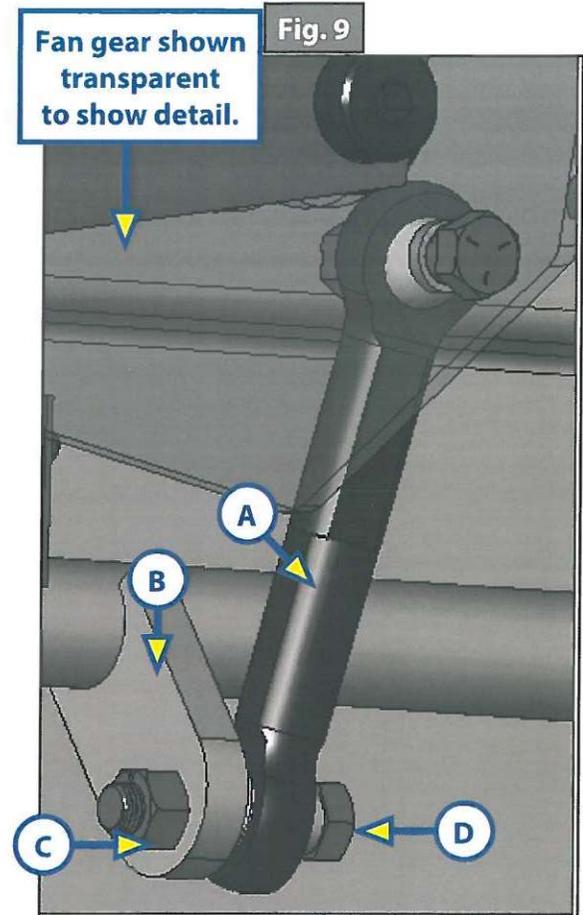


COACHSTEP TRIPLE STEP RECALL REPAIR INSTRUCTIONS

10. Install the other half of the linkage (Fig. 9A) to the shaft leaf (Fig. 9B) with the 1 3/4" bolt (Fig. 9D) and toplock nut (Fig. 9C).

NOTE: Manually extend or retract the fan gear as needed to align the linkage end with the shaft leaf through-hole. Steps should remain at full extension while supported by the jack stand(s).

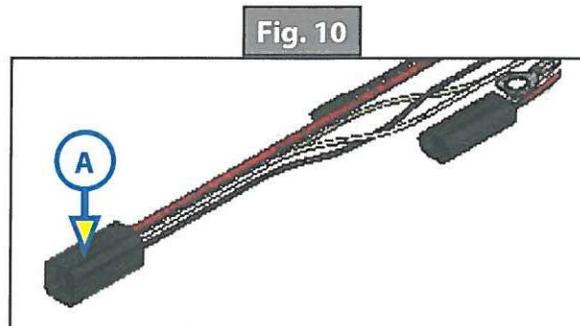
11. Tighten the nuts on both linkage ends to 26 ft-lbs of torque.
12. After moving safely away from underneath the motorized steps, remove the jack stand(s) and test the assembly for proper extension and retraction, using the reversing rocker switch. Replace the jack stand(s) under the bottom step once the testing is complete.
13. Disconnect the 2-prong motor connector from the manual 12 volt power supply and reconnect to the motor control box.
14. Reconnect the 4-prong connector from the motor control box to the coach power supply. Ensure that jacks stand(s) is placed appropriately to stop any potential attempt for automatic retraction.
15. After moving safely away from underneath the motorized steps, remove the jack stand(s) and test the steps for full operation via the standard operation of the coach.



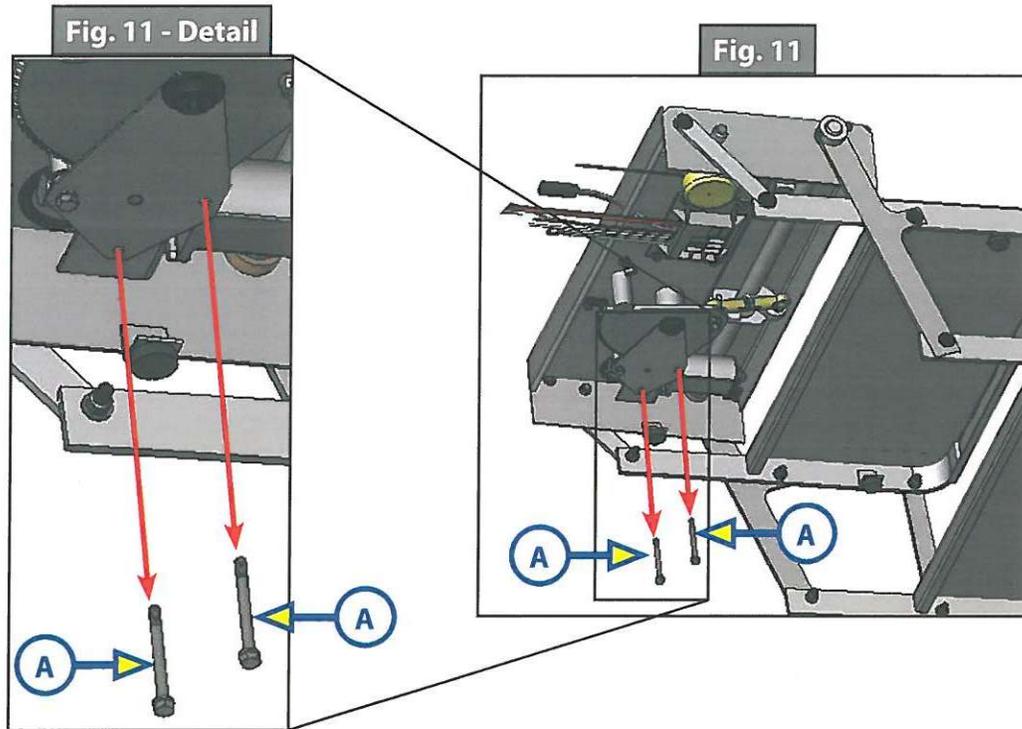
Retainer Bracket Installation

1. Fully extend the steps (until the motor stops).
2. Place a jack stand under the bottom step to prevent any potential attempt for automatic retraction.
3. Disconnect the power supply (4-prong connector- Fig. 10A) after extending.

NOTE: Jack stand may be removed once power supply is disconnected.

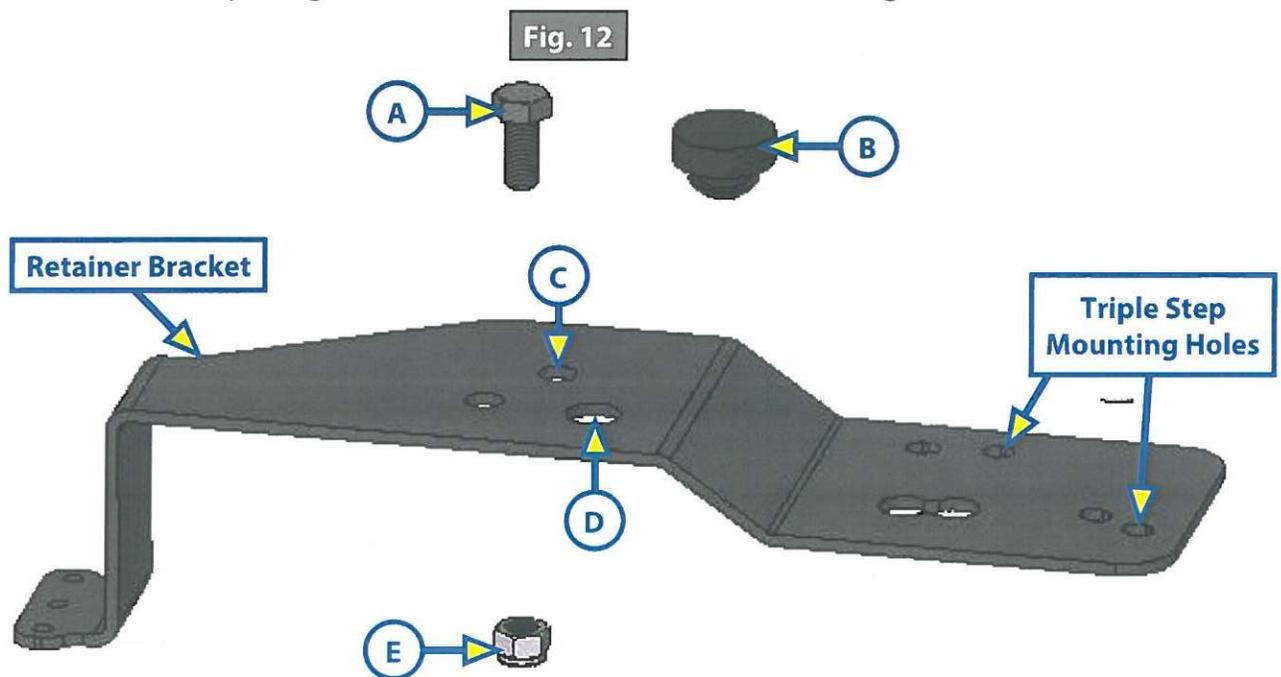


- Remove the two motor housing bolts and lock washers (Fig. 11A). The lock washers are shown on the motor housing bolts in the images.



Assembling the Retainer Bracket

- Install the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 12A) into the appropriate hole in the retainer bracket (Fig. 12C).
- Tighten the lock nut (Fig. 12E) onto the bolt (Fig. 12A) until the lock nut contacts the retainer bracket.
- Install the rubber bumper (Fig. 12B) into the hole in the retainer bracket (Fig. 12D).



Installing the Retainer Bracket Assembly

1. Clean any dirt or debris from the hex socket on the fan gear shoulder bolt (if necessary) (Fig. 13G).
2. Ensure that all the motor mount spacers (6 total - Fig. 13H) are still in place.
3. Insert the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 13D) into the hex socket of the fan gear shoulder bolt (Fig. 13G).
4. Install the 6mm - 10 x 63.5 mm bolts and 6 mm lock washers (Fig. 13E) through the appropriate mounting holes in the retainer bracket and into the motor housing.

NOTE: If alignment issues for the mounting bolts arise, loosen the lock nut on the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 13D) to allow the bolt to slide within its oversized hole. Once the mounting bolts are properly aligned, re-tighten the lock nut.

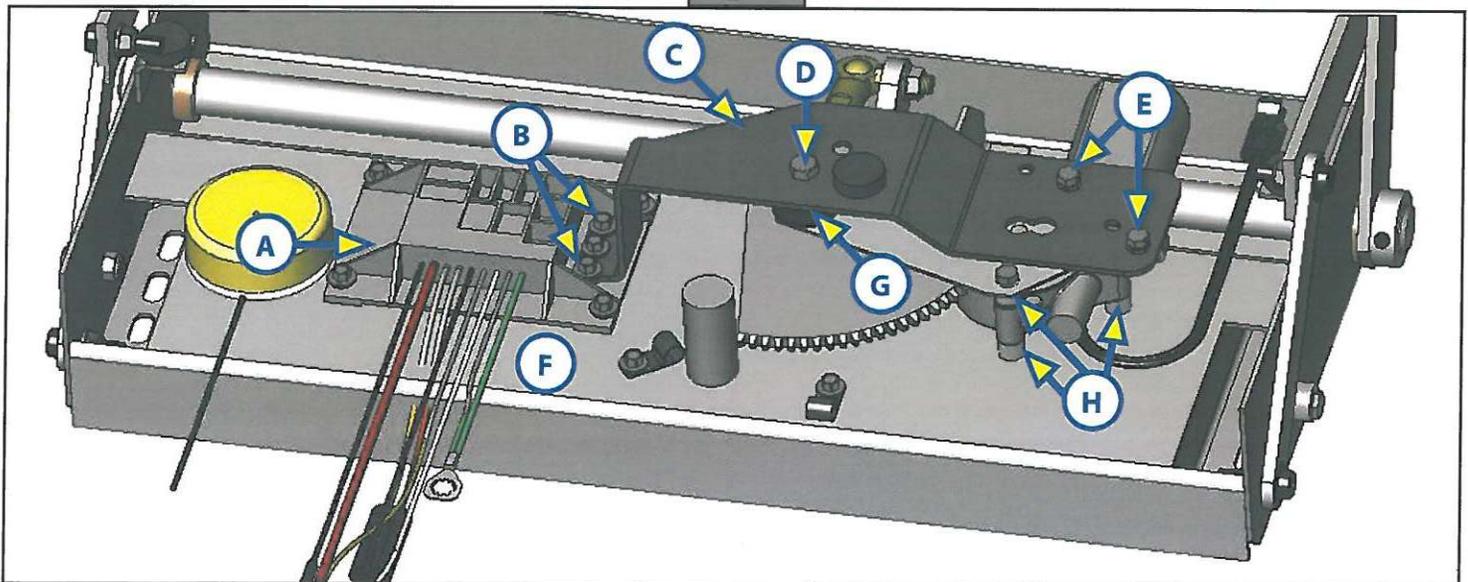
5. Install 3 tek screws (Fig. 13B) through the retainer bracket (Fig. 13C) and control box flange (Fig. 13A), and into the step housing (Fig. 13F) to secure that end of the retainer bracket.

NOTE: Pre-drilling $\frac{1}{8}$ " pilot holes prior to installing the tek screws may help simplify the installation.

6. Tighten the screw until the retainer bracket is flush with the control box flange and the foam washers on the tek screws begin to compress.

NOTE: Be sure to apply proper pressure and drill rotation speed on the drill to avoid stripping the self-drilling threads on the tek screws.

Fig. 13



7. Place a jack stand under the bottom step to prevent any potential attempt for automatic retraction.
8. Reconnect the 4-prong connector from the motor control box (Fig. 10A) to the coach power supply. Ensure that jacks stand(s) is placed appropriately to stop any potential attempt for automatic retraction.
9. After moving safely away from underneath the motorized steps, remove the jack stand(s) and test the steps for full operation via the standard operation of the coach.