



0985 N 900 W • Shipshewana, IN 46565
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Recreational Vehicle Safety Recall Notice

Safety Recall: 18V-242

Safety Advisory: June 15, 2018

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

«Owner_name»

«Street»

«City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. KZRV has decided that a defect which relates to motor vehicle safety exists in certain 2018 Model Year KZRV Travel Trailers and Fifth Wheels. As a result, KZRV is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Reason for this recall

The vehicles subject to this recall were built with Lippert Component Solera Awnings with Smart Arms. The Solera Awning may deploy with no action from the vehicle owner. The connector in the internal wiring harness of the smart arm system can allow water to enter the connection. If water enters this connection, the circuit for the operation of the awning motor unit can be energized. This energizing of this circuit will allow the motor to function causing the awning to start to deploy. This small deployment could then be caught by wind if the trailer is in motion causing the awning to fully deploy and act like a sail. If the trailer awning deploys while the vehicle is in motion, enough force can be generated to rip the awning attachment hardware off of the vehicle. This hardware then can become a road hazard to other drivers. This could result in an accident with personal injury.

What we will do

The remedy is to install a new updated awning controller on all vehicles. The repair should take approximately 20 minutes to complete

What we need you to do

You should contact your selling dealer immediately to schedule a service appointment to have the defect repaired in your vehicle. If you have questions concerning this recall or if you need any assistance, please first contact Lippert Components at 574-538-4514 or via email at recall@lci1.com. If you feel this recall is not being handled properly by Lippert, please contact the **KZRV Warranty/Service Department** by mail at KZRV, L.P., 0985 N 900 W, Shipshewana, IN 46565, **or** by phone at (800)768-4016 ext. 154 or 153. If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from KZRV by contacting the **KZRV Warranty/Service Department**.

If after contacting KZRV 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 apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us. Thank you for your attention and cooperation in this matter.

Sincerely,
KZRV, LP

Mark Owens
General Manager of KZRV Customer Support Group
cc: National Highway Traffic Safety Administration (NHTSA)





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Follow proper safety practices. If in doubt, consult a professional RV technician.