



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 20E-039

Date: August 4, 2020

VIA EMAIL & OVERNIGHT 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 Components, Inc. ("LCI") has conducted a thorough investigation and decided that a defect which relates to motor vehicle safety exists in vehicles equipped with a certain LCI 3000 Series Windows for installation and use on recreational vehicles. There is the possibility of an adhesion issue involving the vents of the involved 3000 series windows. Our records indicate that your company purchased one or more of the involved 3000 series windows which are the subject of this recall. The 3000 Series windows sold to you that are subject to the recall are listed in detail in a spreadsheet included with this notice. **If these windows 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 3000 series windows covered by this recall until the defect is remedied. The 3000 Series Vent Window Inspection and Replacement Instructions are enclosed with this letter.**

WHAT WE WILL DO

LCI will supply any replacement 3000 series window vents (Recall Part Numbers are listed on the enclosed instruction document), to replace on the unit. LCI will also reimburse you for the labor charged by your dealers to inspect and, where needed, replace the 3000 Series Window Vent(s) at the flat rate of 0.5 hour for the inspection and 0.3 for replacement of each vent. The parts for the remedy are currently available.

WHAT YOU SHOULD DO

You or your dealer must contact LCI's Customer Service department at 574-538-4514 or via email at recall@lci1.com. LCI will coordinate with you or your dealer shipment of the replacement products and payment of the labor charges.

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.



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