

# Part 573 Safety Recall Report

## 20E-039

**Manufacturer Name :** Lippert Components, Inc.

**Submission Date :** AUG 19, 2020

**NHTSA Recall No. :** 20E-039

**Manufacturer Recall No. :** 228-01-2020



### Manufacturer Information :

**Manufacturer Name :** Lippert Components, Inc.

**Address :** Attn: Shawn Lewis  
PO Box 2888 Elkhart IN 46515

**Company phone :** 999

### Population :

**Number of potentially involved :** 10,242

**Estimated percentage with defect :** 1 %

### Equipment Information :

**Brand / Trade 1 :** LCI 3000 Series

**Model :** 3000 Series Frameless Windows

**Part No. :** Excel file attached

**Size :** Excel file attached

**Function :** Window Vent

**Descriptive Information :** Recall population was determined by including all production runs using a new adhesive product . The recalled products differ as these are the only products the suspect adhesive was used on.

**Production Dates :** JAN 06, 2020 - JAN 23, 2020

### Description of Defect :

**Description of the Defect :** 3000 RVW vented windows had adhesive failure between the hinge and the glass.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Adhesive failure of the vent.  
Vent detaching from the window frame.

**Description of the Cause :** LCI introduced a new bonding adhesive system on one window production line on 01/06/2020 and after noticing inconsistency in the results we reverted back to the original adhesive system on 01/23/2020.

**Identification of Any Warning that can Occur :** None

### Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : Rudolph Bros., Co

Address : NR

Indianapolis INDIANA

Country : United States

### Chronology :

01/14/2020: Potential issue with adhesive discovered

March, 2020: TSB issued to OEM's

06/04/2020: LCI notified by Jayco Compliance of NHTSA requesting Jayco change their TSB to a Recall.

06/08/2020: LCI Internal Committee review and discussion.

06/15/2020: LCI filing a recall in support of our OEM's.

7/28/2020: LCI filing an amendment to recall reducing the field population to 10,242. The population was reduced due to realizing the original quantity submitted included product which was inspected and corrected, if needed, prior to the vehicles shipping from the OEM. The correct quantity of windows in the field to be inspected and possibly corrected by dealers is 10,242.

### Description of Remedy :

Description of Remedy Program : Inspect specific LCI 3000 Series vents for proper adhesive bond where the glass meets the hinge frame. Using under 20 # of force, or the amount of force it would take to open a car door, test crank-out vent and egress windows by gently tugging on the glass at the frame by hand or with a tool that will not scratch the glass. If the glass does not separate from the hinge the bond is good and no further action is needed. If the glass is not adhering to the vent the glass (vent section) will need replaced. LCI will reimburse OEM's .3 labor for inspection and .3 labor paid to dealers and/or repair centers performing the inspection and any needed correction.

How Remedy Component Differs from Recalled Component : The recalled component was built with suspect adhesive; the remedy components were not built with the suspect adhesive product.

Identify How/When Recall Condition was Corrected in Production : LCI changed back to temperature/humidity cure adhesive on 01/28/2020. LCI implemented improved controls for temperature and humidity operating parameters on 02/05/2020.

**Recall Schedule :**

Description of Recall Schedule : LCI does not have end users to notify, only RV manufacturers are receiving notification. We are listing dates in the Dealer Notification begin and end date however the notification is only sent to RV Manufacturers. We are leaving the owner notification begin and end dates blank por our discussion with NHTSA staff of LCI not having end users to notify.

Planned Dealer Notification Date : AUG 03, 2020 - AUG 12, 2020

Planned Owner Notification Date : NR - NR

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : Keystone RV

Address : 2425 David Drive  
Goshen IN 46527

Country : US

Company Phone : 5745373923

Name : Forest River

Address : 423 N. Main Street  
Middlebury IN 46540

Country : US

Company Phone : 5748258530

Name : KZ RV

Address : 0985 North 800 West  
Shipshewana IN 46565

Country : US

Company Phone : 2607682010

Name : Thor Motorized

Address : 510 Ward Street  
Wakarusa IN 46573

Country : US

Company Phone : 5745842100

Name : Jayco

Address : 903 S Main Street  
Middlebury IN 46540

Country : US

Company Phone : 5748252619

\* NR - Not Reported

---



---

# This manual is provided courtesy of **RV Tech Cheat Sheet**



**Professional resources for the whole RV industry — free.**

We put manuals, wiring diagrams and hard-won tech knowledge in every technician's hands, so repairs get done right the first time, techs work faster, and RV owners everywhere get better service.

---



---

**[rvtechcheatsheet.com/manuals](https://rvtechcheatsheet.com/manuals)**

**Find thousands more RV manuals, wiring diagrams and parts lists**

**RV techs:** share fixes, ask questions and learn from each other.

**Join our free Facebook group →**

---



---

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