



IMPORTANT SAFETY RECALL

NHTSA Safety Recall 16E-078

Date: December 5, 2016

VIA EMAIL & OVERNIGHT DELIVERY

This Notice is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Jayco, Inc., has decided that a defect which relates to motor vehicle safety exists in certain General Motors vehicles equipped with LCI Sway Command™ Controllers and has initiated a safety recall (16V-560). According to Jayco, Inc., when LCI Sway Command is paired with certain 2014, 2015 or 2016 GM Trucks equipped with an ITBCM (integrated brake control module), there is the potential of reduced braking effectiveness or induce loss of brake control when towing a trailer. Accordingly, Lippert Components, Inc. ("LCI") has decided to initiate its own safety recall (16E-078) to include the remaining LCI Sway Command™ Controllers sold for possible use with other, non-GM vehicles. Our records indicate your dealership purchased aftermarket Sway Command kits that are the subject of this recall. If these kits are still in your inventory, you must not sell or install these products. It is a violation of federal law to sell any of the Sway Command kits covered by this recall until the defect is remedied. The Sway Command Controller Recall Repair Instructions which directs you on how to identify and replace the affected controller are enclosed with this letter. When LCI Sway Command is paired with certain 2014, 2015 or 2016 GM Trucks equipped with an ITBCM (integrated brake control module) there is the potential of reduced braking effectiveness or induce loss of brake control when towing a trailer, increasing the risk of a crash. This Notice supersedes LCI's Technical Bulletin TB-001 issued August 1, 2016. Our records indicate your dealership purchased aftermarket Sway Command kits that are the subject of this recall. **If these kits are still in your inventory, you must not sell or install these products. It is a violation of federal law to sell any of the Sway Command kits covered by this recall until the defect is remedied. The Sway Command Controller Recall Repair Instructions which directs you on how to identify and replace the affected controller are enclosed with this letter.**

WHAT WE WILL DO

For the Sway Command Controller (Part # 380596), LCI will supply a replacement controller (Part # 664935) at no charge, to install on any installed unit with Sway Command and to replace any unsold kits in your inventory. LCI will also reimburse you for the labor involved in replacing the affected controller at the flat rate of 0.3 hour. The parts for the remedy are currently available.

WHAT YOU SHOULD DO

Your dealership may submit an order for the replacement controller via email to customerservice@lci1.com. Please include information with your order stating the quantity of replacement controllers for kits uninstalled in your inventory and the quantity for replacement of a kit installed on an RV. Once the repair is complete please submit your labor claim directly to LCI by emailing dealerclaims@lci1.com.

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.