



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 18E-050

Date: August 24, 2018

DISTRIBUTOR AND DEALER 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 Solera Smart Arm Awnings for installation and use on towable recreational vehicles. There is the potential of water intrusion into the controller of the Solera Smart Arm Awning allowing corrosion and issues with operation. Our records indicate that your company purchased Solera Smart Arm Awning(s) which are the subject of this recall. The Solera Smart Arm Awning(s) sold to you that are subject to the recall are listed in detail in a spreadsheet included with this notice. **If these aftermarket Solera Smart Arm Awning(s) 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 Solera Smart Arm Awning(s) covered by this recall until the defect is remedied. The Solera Smart Arm Awning Controller Replacement Instructions are enclosed with this letter.**

WHAT WE WILL DO

LCI will supply an RGA to return current stocked product of our aftermarket Solera Smart Arm Awnings. Upon return of the recalled product LCI will provide a credit or shipment of replacement product. LCI will also notify any customers you have sold a Solera Smart Arm Awning to upon receipt of your sales history including the purchasers name, mailing address and email address. LCI will reimburse labor charged to your customers to remove and replace the controller on any Solera Smart Arm Awnings installed on a recreational vehicle at the flat rate of 0.3 hour. 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.