



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 15E-078
VIA FIRST CLASS U.S. MAIL

Date: May 16, 2016

RETAIL CUSTOMER NOTIFICATION

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

ABOUT THE RECALL

Lippert Components, Inc. ("LCI") submitted its voluntary recall of the LCI Coachstep electric double or triple entrance steps on September 18, 2015. On December 14, 2015 an Interim Customer Notification was sent to OEMs informing them of the recall and how we would be handling the recall. At the time of the Interim Customer Notification repair kits were not available. **The remedy repair kits are now available.** Our records indicate that you purchased a Monaco Coach motorhome with electric double and/or triple steps that are the subject of this recall.

WHAT WE WILL DO

For the Coachstep electric double step, LCI will supply the bracket and parts (Kit Part # 389761), at no charge, to install on the steps. LCI will also pay for the labor charged by the dealer to install the bracket at the flat rate of 0.3 hour. For the Coachstep electric triple step, LCI will supply the linkage, bracket and parts (Kit Part # 389152) at no charge, to install on the steps. LCI will also pay for the labor charged by the dealer to replace the linkage and install the bracket at the flat rate of 0.5 hour. The parts for the remedy were made available beginning February 1, 2016. As a customer appreciation alternative, if you would like to replace your steps, LCI will offer an upgraded Kwikkee replacement step at a discounted rate of \$200 off of LCI's dealer price for the new steps. If the replacement option is selected, the replacement step **MUST** be purchased directly from LCI. In addition, LCI will pay for the labor to replace the steps at the flat rate of 0.5 hour.

WHAT YOU SHOULD DO

You or your selected dealer must contact LCI's Customer Service department at 574-537-8900 or e-mail to coachsteprecall@lci1.com. LCI will coordinate with you or the dealer shipment of the kits and payment of the labor charges. Pursuant to 49 C.F.R 573.13(c)(1)(iii), if you had the center bolt of the fan assembly replaced within one (1) year prior to September 18, 2015 and provide a copy of the receipt for the repair you may be eligible for reimbursement from LCI by contacting the Customer Service department.

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.