



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

MAR - 3 2015

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Shawn Lewis
Lippert Components, Inc.
PO Box 2888
Elkhart, IN 46515

NVS-214njs
PE15-007

Dear Mr. Lewis:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE15-007) to investigate allegations of entry step failures in certain model year (MY) 2008 through 2014 recreational vehicles.

This office received four (4) Vehicle Owner Questionnaires (VOQ) reporting entry step failures. Additionally, ODI is aware of one law suit which included injuries when an entry step failed. Copies of the reports are enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject component:** Automatic Electric Coach Steps intended for installation on 2008 – 2014 Model Year recreational vehicles.
- **Lippert:** Lippert Components, Inc., all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Lippert (including all business units and persons previously referred to), who are or, in or after 2008, were involved in any way with any of the following related to the alleged defect in the subject component:
 - a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or

- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Structural failure of the step assembly which may contribute to an unstable platform.
- **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Lippert, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, “document(s)” also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Lippert or not. If a document is not in the English language, provide both the original document and an English translation of the document.
- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,”

whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Lippert has previously provided a document to ODI, Lippert may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Repeat the applicable request verbatim above each response. After Lippert's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and production year, the number of subject components Lippert has manufactured for OEM use and aftermarket sales in the United States. Separately, for each subject component manufactured to date by Lippert, state the following:
 - a. Serial number;
 - b. Model;
 - c. Production Year;
 - d. Facility where subject component was manufactured;
 - e. Date of subject component manufacture
 - f. Production shift (if multiple shifts are utilized); and
 - g. Date warranty coverage commenced.

Provide the table in Excel, or a compatible format, entitled "PRODUCTION DATA." A pre-formatted Data Collection File, which provides further details regarding this submission, will be emailed to you.

2. State the number of each of the following, received by Lippert, or of which Lippert is otherwise aware, which relate to, or may relate to, the alleged defect in the subject component:
 - a. Consumer complaints;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury or fatality;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where Lippert is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Lippert is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be

counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “f,” provide a summary description of the alleged problem and causal and contributing factors and Lippert’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “d” and “f,” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Lippert’s file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner’s name, mailing address, email address, and telephone number;
 - d. OEM or aftermarket sales location which initially received the subject component from Lippert;
 - e. Subject component’s serial number;
 - f. Subject component’s model, and production year;
 - g. Mileage of vehicle the subject component was installed on at time of incident if known;
 - h. Subject component’s Time in Service at time of incident;
 - i. Incident date;
 - j. Report or claim date;
 - k. Whether a crash is alleged;
 - l. Whether property damage is alleged;
 - m. Number of alleged injuries, if any; and
 - n. Number of alleged fatalities, if any.

Provide this information in Excel, or a compatible format, entitled “REQUEST NUMBER TWO DATA.” A pre-formatted Data Collection File, which provides further details regarding this submission, will be emailed to you.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Lippert used for organizing the documents.
5. State, by model and production year, a total count for all of the following categories of claims, collectively, that have been paid by Lippert to date that relate to, or may relate to, the alleged defect in the subject components: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Lippert's claim number;
- b. Vehicle owner's name, mailing address, email address, and telephone number;
- c. Serial number;
- d. Repair date;
- e. Vehicle mileage at time of repair if known;
- f. Vehicle's Time in Service at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer; and
- l. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Excel, or a compatible format, entitled "WARRANTY DATA." A pre-formatted Data Collection File, which provides further details regarding this submission, will be emailed to you.

6. Describe in detail the search criteria used by Lippert to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject components. State, by model, and production year, the terms of the new warranty coverage offered by Lippert covering the subject component (i.e., the number of months and mileage for which coverage is provided and the component systems that are covered). Describe any extended warranty coverage option(s) that Lippert offered for the subject components and state by option, model, and production year, the number of subject components that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject components, that Lippert has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Lippert is planning to issue within the next 120 days.
8. Provide a complete parts list of materials necessary to assemble the subject component. Include a description of all parts and subassemblies. If Lippert purchases a subassembly as a bolt on component, Lippert need not provide a parts list to assemble the identified subassembly. If multiple suppliers were used for various parts or subassemblies, list all and what time frames apply to each.
9. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject component that have been conducted, are being

conducted, are planned, or are being planned by, or for, Lippert. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

10. List all purchasers of the subject component and provide the following information:

- a. Purchasing company name;
- b. Volume received by production month;
- c. Point of contact;
- d. Contact information (phone, email, postal address) for point of contact; and
- e. Design requirements specified by purchaser.

11. Describe all modifications or changes made by, or on behalf of, Lippert in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (service and engineering) of the original component;
- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Lippert is aware of which may be incorporated into vehicle production within the next 120 days.

12. Provide a chronology of events leading up to and concluding with the final outcome of the lawsuit brought by Moore, Thompson & Lee APLC on behalf of Brian and Stephanie Easley against Lippert and Forest River. Lippert's response should include, but not be limited to all internal and external meeting, inspections, evaluations, negotiations, court appearances, etc. Provide a copy of all documents which correlate to the chronology.

13. Provide Lippert's assessment of how the alleged defect of this investigation and the safety defect and consequence of recalls 08V-084, 08V-164, 12V-535, 14V-321 and 15V-102 differ.
14. Furnish Lippert's assessment of the alleged defect in the subject component, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to Lippert pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

Civil Penalties

Lippert's failure to respond promptly and fully to this letter could subject Lippert to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(b), provides for civil penalties of up to \$7,000 per day, with a maximum of \$17,350,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6 (as amended by 77 Fed. Reg. 70710 (November 27, 2012)). This includes failing to respond completely to ODI information requests.

If Lippert cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Lippert does not submit one or more requested documents or items of information in response to this information request, Lippert must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE15-007 in Lippert's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If Lippert claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Lippert must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Lippert is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats. See 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Otto Matheke, Senior Attorney, Office of Chief Counsel at otto.matheke@dot.gov or (202) 366-5253.

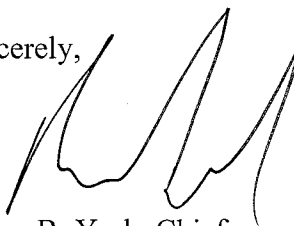
Due Date

Lippert's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **April 13, 2015**. If Lippert finds that it is unable to provide all of the information requested within the time allotted, Lippert must request an extension from me at (202) 366-6938 no later than five business days before the response due date. If Lippert is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Lippert then has available, even if an extension has been granted.

Please send email notification to Nate Seymour at nate.seymour@dot.gov and to ODI_IRresponse@dot.gov when Lippert sends its response to this office and indicate whether there is confidential information as part of Lippert's response.

Please call Nate Seymour of my staff at (202) 366-2069, to discuss this information request or if you have any technical questions concerning this matter,

Sincerely,

A handwritten signature in black ink, appearing to be 'B. York', written over the word 'Sincerely,'.

Bruce B. York, Chief
Medium/Heavy Duty Vehicle Division
Office of Defects Investigation

Supporting Documents: an email with attachments will be sent containing one Excel database template files and electronic copies of the subject reports referenced above in the second paragraph of this letter identified by the following ODI reference numbers: 10684011, 10684277, 10537821, 10605447, 08V-084, 08V-164, 12V-535, 14V-321 and 15V-102.