

Recall Bulletin 151216REV



RECALL BULLETIN:
151216REV

PRODUCT(S) AFFECTED:

See general list of vehicles at right or specific VIN list beginning on Page 3

MODEL(S) AFFECTED:

All shipped by Monaco RV LLC and equipped with Lippert Coachstep brand double steps (LCI part # 128980)

SUBJECT:

Lippert Coachstep Brand Step Recall

KEYWORDS:

Coachstep, Step, LCI, Lippert

ISSUE DATE:

February 2016

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The purpose of this Bulletin is to inform REV Recreation Group dealers of the need to install a retainer bracket assembly to reinforce the step's operating mechanism on certain Lippert Coachstep brand double steps (Lippert part # 128980). A list of affected Class A motorhomes, shipped by Monaco RV, LLC after June 4, 2009, begins on Page 3 of this Bulletin.

<u>Monaco</u> 2008-2011 Cayman 2010-2014 Diplomat 2014 Dynasty 2009-2014 Knight 2012-2013 Lapalma 2009-2013 Monarch 2009-2011 Riptide	<u>Holiday Rambler</u> 2010-2011 Admiral 2012-2013 Aluma Lite 2009-2014 Ambassador 2010 Arista 2010-2014 Endeavor 2009-2011 Neptune 2011-2014 Vacationer	<u>Safari</u> 2008 Passage 2008 Simba Diesel <u>Beaver</u> 2009 Monterey
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CONDITION:

REV Recreation Group has been notified by Lippert Components, Inc., that certain Lippert Coachstep brand double retractable entry step assemblies, supplied to Monaco, Holiday Rambler, Beaver, and/or Safari Class A motor home manufacturing facilities for installation as original equipment, may contain a safety defect.

According to Lippert, the center bolt attaching the fan gear assembly to the steps may fracture, allowing the fan gear assembly to disengage from the steps. This may cause the steps to become unstable, increasing the risk of injury.

Read this entire Bulletin and the attached Lippert installation procedure before proceeding. Call REV dealer technical support with any questions: 877-332-9239

IMPORTANT NOTES:

- A retainer bracket assembly kit, supplied by Lippert, should be installed on all affected units listed in this bulletin and equipped with a Lippert Coachstep double step. Part ordering information appears on the next page.
- **If the step's center bolt is broken:** you will need to order a replacement center bolt from Lippert, in addition to the recall kit. (The kit does not contain a replacement center bolt.) You will need to extract and replace the broken bolt, and then install the recall kit.
- Lippert's recall kit installation procedure, attached, must be followed. REV Dealers will be reimbursed 0.3 hr. at their approved hourly rate for recall kit installation. Bolt extraction and replacement will be reimbursed 0.2 hr. (All repairs require Prior Authorization.)
- Vehicles not listed within this Bulletin are not eligible to receive reimbursement by REV for this repair.

This bulletin is supplied for technical information only and is not an authorization for repairs.

Federal law (section 154 of the national traffic and motor vehicle safety act of 1966) requires that: If you have received a notice of recall or failure to comply from REV Recreation Group or any component Manufacturer, you must repair or otherwise correct the defects on vehicles remaining in your inventory, according to the notification, before selling or leasing the vehicles. Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within ten days.

"It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly, anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods."

Follow the steps below and then proceed to the attached instructions supplied by Lippert.

DO NOT PROCEED WITH ANY WORK UNLESS YOU HAVE ALREADY VERIFIED ELIGIBILITY (SEE ATTACHED AFFECTED VEHICLE LIST) AND HAVE RECEIVED THE REQUIRED PARTS FROM LIPPERT.

- To verify eligibility: Refer to the affected vehicle list included with this Bulletin, or log into REV's dealer warranty network and perform a unit inquiry. Recall 151216REV must apply to the vehicle in order to be reimbursed for your labor.
- Navigate to the following **Lippert web page** and follow the instructions to order parts:

store.lci1.com/recall-coach-step

You must log in to your **Lippert dealer account** to order parts for this recall. If you don't already have a Lippert dealer account, you will need to follow the link on the Lippert web page (<http://store.lci1.com/recall-coach-step>) to create a basic account, then e-mail Lippert ecommerce@lci1.com after creating your basic account.

PARTS (to be ordered from Lippert)

Qty.

For all affected units: Order Recall Double Step Repair Kit from Lippert (p/n 389761)	1
Replacement bolt - order from Lippert only if original bolt is broken (p/n 128969)	1

REPAIR INSTRUCTIONS:

1. Park the motorhome on dry, level pavement. Chock the front wheels to prevent movement while work is performed. Set the parking brake. Turn off the key and remove it from the ignition. Maintain control of keys until all work is completed.
2. Proceed with the attached instructions supplied by Lippert.
Note: If the step's center bolt is broken, you will need to grind off the weld and extract the bolt prior to installing the recall repair kit.
3. File your claim for warranty labor with REV Recreation Group. See below for additional details.

Warranty Labor Allowance:

REV Dealers will be reimbursed for labor only by REV Recreation Group at their approved hourly rate. If bolt replacement was necessary in addition to recall kit installation, file both flat rate codes listed; otherwise, file only flat rate code 6044-12.

Use Flat Rate Code(s): Recall 151216REV Install Lippert Step Recall Kit

6044-12	0.30 hr.	Install Lippert Recall Kit	Inspected/Defective/Repaired	PAR
6045-12	0.20 hr.	Recall 151216REV, Extract and Replace Bolt		PAR

*If you have any questions concerning this bulletin,
contact REV Recreation Group Dealer Support at: 1-877-332-9239*

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COACHSTEP DOUBLE STEP RECALL REPAIR INSTRUCTIONS

RECALL# 15E-078

LABOR FLAT RATE: 0.3 HOURS

Purpose

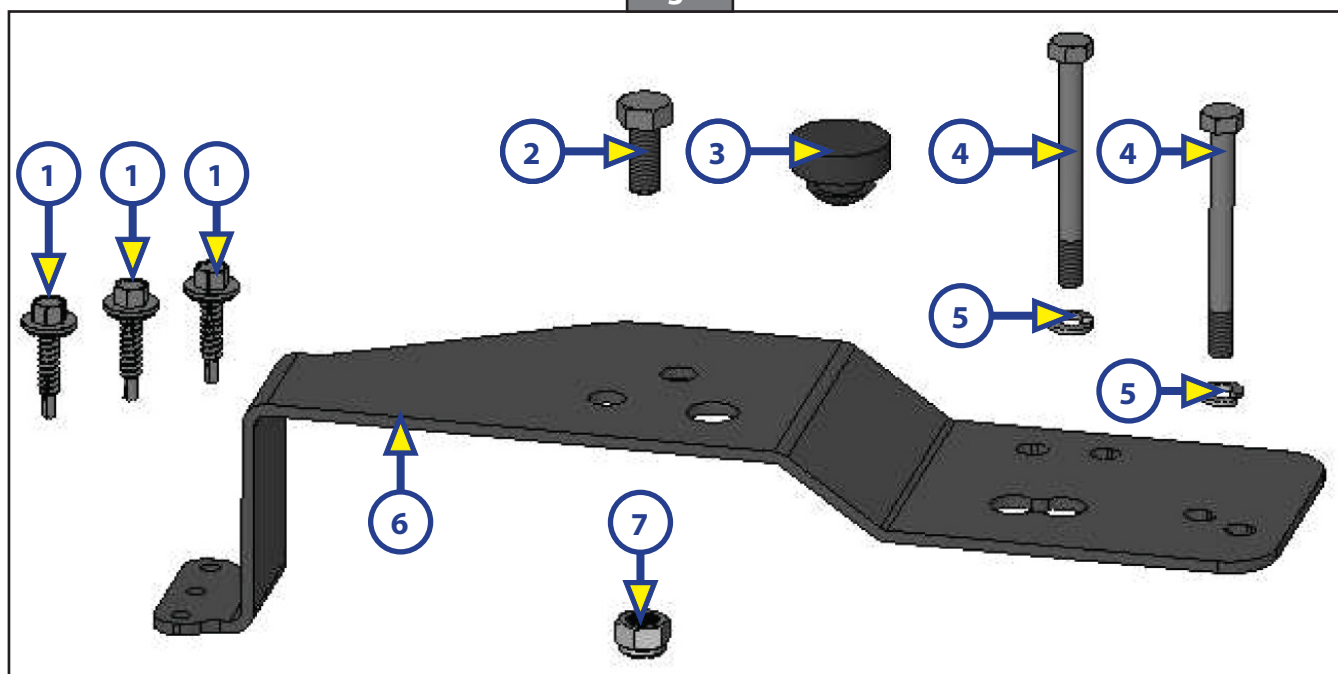
The intent of this document is to provide instructions for the installation of the Coachstep retainer bracket on double step assemblies.

Preparation

Tools and Hardware Required

- Cordless or Power Drill or Impact Wrench
- 1/8" Metal Drill Bit
- 5/16" Nut Driver Bit or Socket
- 10mm Wrench or Socket
- 2 x 1/2" Wrench or 1 x 1/2" Wrench and 1 x 1/2" Socket
- Coachstep Double Step Recall Parts Kit - P/N 389761 (Fig. 1)
- Jack Stand

Fig. 1



Callout	Part #	Description	Quantity
1	181351	Screw - #12 x 1 Hex Head Washer Tek Screw w/ B/S Washer, Zinc Plated	3
2	125557	Bolt - 5/16 - 18 x 3/4	1
3	163492	Rubber Bumper .70 x 1	1
4	183925	Bolt - 6mm - #10 x 63.5mm Hex Cap Screw GR5 Zinc	2
5	165216	Lock Washer - 6mm Zinc	2
6	386819	Retainer Bracket 11 Gauge	1
7	118043	Nut - 5/16 - 18 Nylock ZN ST	1



COACHSTEP DOUBLE STEP RECALL REPAIR INSTRUCTIONS

1. Fully extend the steps (until the motor stops).
2. Place a jack stand under the bottom step to prevent any potential attempt for automatic retraction.
3. Disconnect the power supply (4-prong connector- Fig. 2A) after extending.

NOTE: Jack stand may be removed once power supply is disconnected.

4. Remove the two motor housing bolts and lock washers (Fig. 3A). The lock washers are shown on the motor housing bolts in the images.

Fig. 2

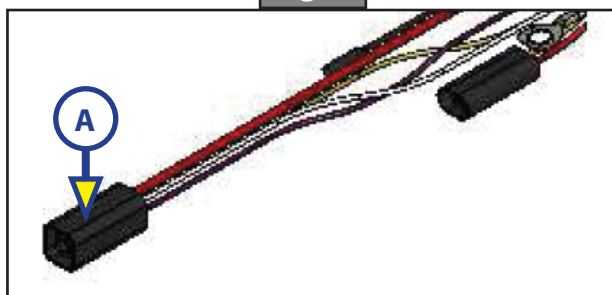


Fig. 3 - Detail

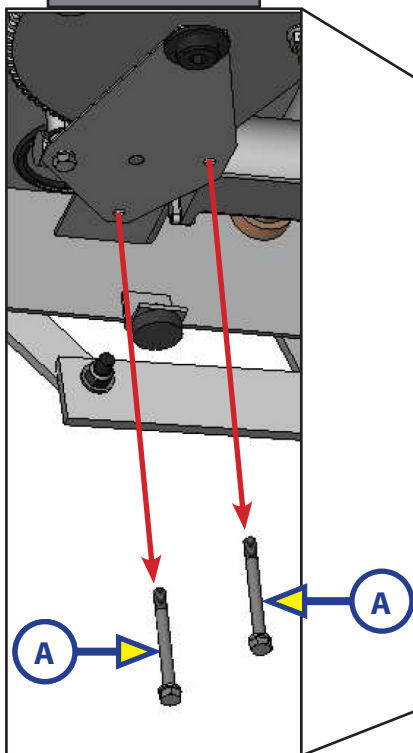
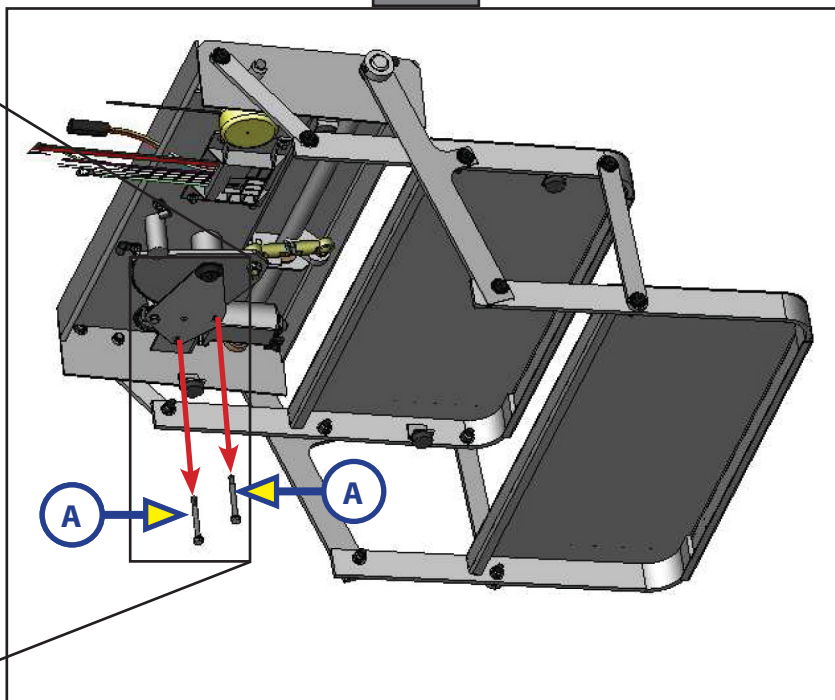


Fig. 3

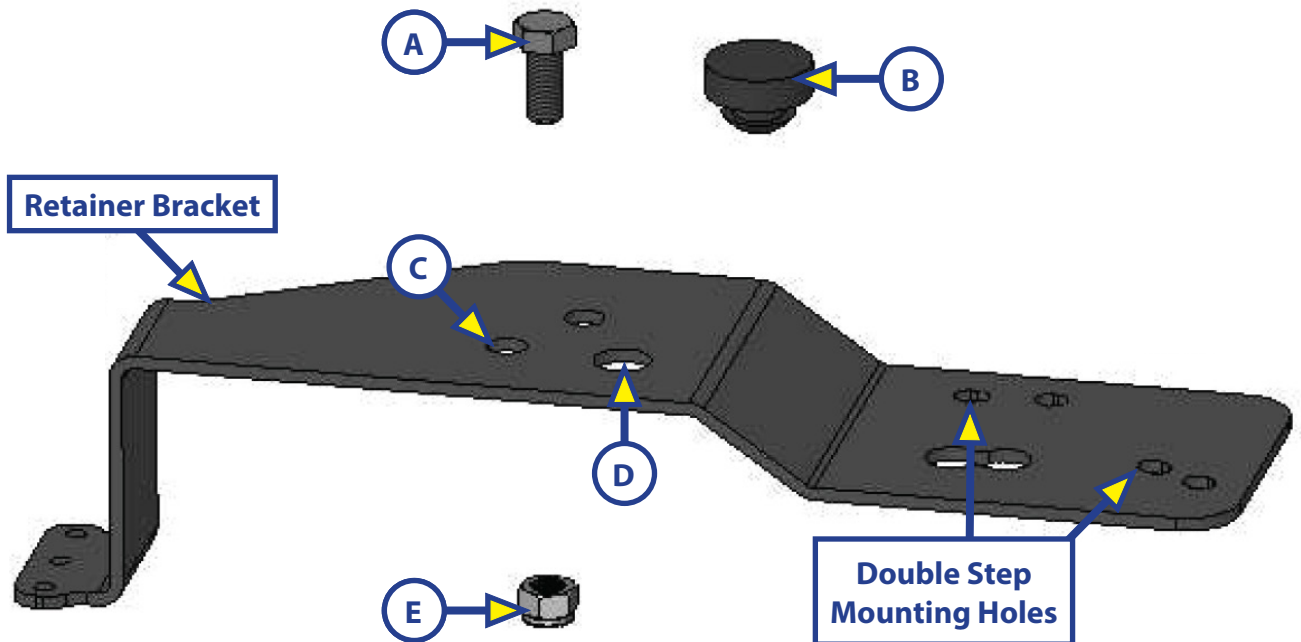


Procedure

Assembling the Retainer Bracket

1. Install the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 4A) into the appropriate hole in the retainer bracket (Fig. 4C).
2. Tighten the lock nut (Fig. 4E) onto the bolt (Fig. 4A) until the lock nut contacts the retainer bracket.
3. Install the rubber bumper (Fig. 4B) into the hole in the retainer bracket (Fig. 4D).

Fig. 4



Installing the Retainer Bracket Assembly

1. Clean any dirt or debris from the hex socket on the fan gear shoulder bolt (if necessary) (Fig. 5G).
2. Ensure that all the motor mount spacers (6 total - Fig. 5H) are still in place.
3. Insert the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 5D) directly into the hex socket of the fan gear shoulder bolt (Fig. 5G).
4. Install the 6mm - 10 x 63.5 mm bolts and 6 mm lock washers (Fig. 5E) through the appropriate mounting holes in the retainer bracket and into the motor housing.

NOTE: If alignment issues for the mounting bolts arise, loosen the lock nut on the $\frac{5}{16}$ - 18 x $\frac{3}{4}$ " bolt (Fig. 5D) to allow the bolt to slide within its oversized hole. Once the mounting bolts are properly aligned, re-tighten the lock nut.

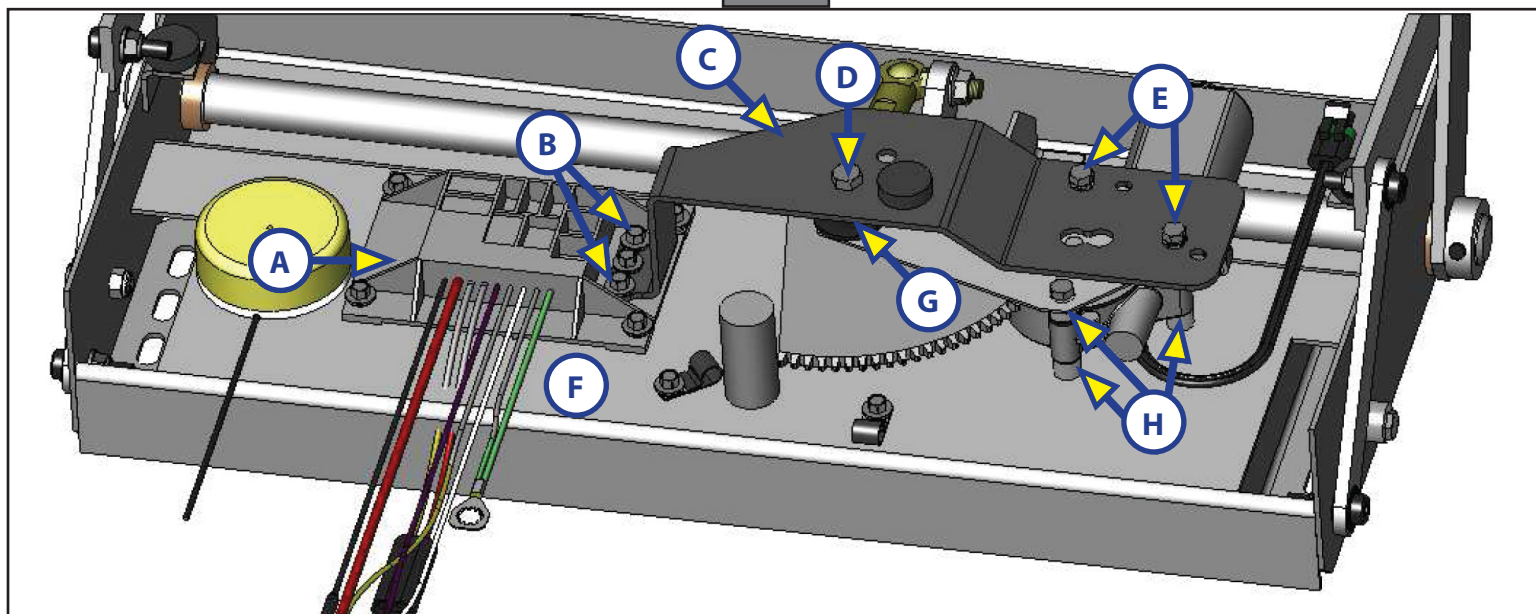
5. Install 3 tek screws (Fig. 5B) through the retainer bracket (Fig. 5C) and control box flange (Fig. 5A), and into the step housing (Fig. 5F) to secure that end of the retainer bracket.

NOTE: Pre-drilling $\frac{1}{8}$ " pilot holes prior to installing the tek screws may help simplify the installation.

6. Tighten the screw until the retainer bracket is flush with the control box flange and the foam washers on the tek screws begin to compress.

NOTE: Be sure to apply proper pressure and drill rotation speed on the drill to avoid stripping the self-drilling threads on the tek screws.

Fig. 5



7. Place a jack stand under the bottom step to prevent any potential attempt for automatic retraction.
8. Reconnect the 4-prong connector from the motor control box (Fig. 2A) to the coach power supply.
9. After moving safely away from underneath the motorized steps, remove the jack stand and test the steps for full operation via the standard operation of the coach.