

Part 573 Safety Recall Report

18E-050

Manufacturer Name : Lippert Components, Inc.

Submission Date : OCT 09, 2018

NHTSA Recall No. : 18E-050

Manufacturer Recall No. : 18-058-001



Manufacturer Information :

Manufacturer Name : Lippert Components, Inc.

Address : Attn: Shawn Lewis
PO Box 2888 Elkhart IN 46515

Company phone : 999

Population :

Number of potentially involved : 14,383

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : LCI

Model : Solera Smart Arm Awning

Part No. : V000424868 and addtl

Size : NR

Function : External RV Awn

Descriptive Information : Programmable RV patio awning with controller built into the awning arm.

Production Dates : APR 18, 2017 - JUN 03, 2018

Description of Defect :

Description of the Defect : The Solera Smart Arm awning can inadvertently partially deploy with no action from the vehicle owner while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Deployment of the awning while the vehicle is in motion could cause loss of vehicle control and a crash, resulting in personal property damage or injury.

Description of the Cause : Water intrusion into the Smart Arm awning control module wiring harness could cause a short circuit and inadvertently activate Smart Arm awning deployment.

Identification of Any Warning that can Occur : Audible and visual signs of the awning being unsecured to the moving vehicle.

Supplier Identification :

Component Manufacturer

Name : LCI
Address : NR
NR
Country : NR

Chronology :

3-5-2018: LCI inspected unit sold by KZ RV with an alleged deployed awning at dealership in Cleveland, Ohio. There were no reported injuries or property damage. LCI subsequently opened an investigation into the possible inadvertent deployment of Solera Smart Arm awnings. Review of the available field information revealed no other reports of inadvertent deployments from other OEMs, distributors or end users.

3-12-2018: LCI met with KZ RV to review of results from field inspection in from Cleveland, Ohio, and reported no evidence or a design or manufacturing defect . LCI inspected vehicles in KZ RV's inventory and audited the awning installation procedure in all KZ RV production plants. No issues identified.

4-17- 2018: A field product issue on Solera Smart Arm awnings is identified by LCI and TSB 01-002-18 is issued to the field. The TSB instructs technicians to take measures to seal the controller wiring harness connector against potential corrosion. On May 07, 2018, LCI files the TSB with NHTSA pursuant to Part 579.5.

4-17-18: KZ RV files its Part 573 Defect Information Report for Recall 18V-242.

5-22-18: LCI exchanges calls with NHTSA ODI regarding TSB 01-02-18, informing NHTSA that LCI's outreach to other OEMs using the Solera Smart Arm awning revealed no other reports of inadvertent awning deployment while the vehicle was in motion.

6-4- 18: As a continuing product improvement, LCI implemented a design change to the Solera Smart Arm awning assembly to minimize water intrusion into the awning's controller module and wiring harness.

6-26-18: LCI concluded that it will notify NHTSA, its OEM and distributor customer that, while LCI has no evidence that the Solera Smart Arm is defective and poses an unreasonable risk to motor vehicle safety, it will nevertheless file a Part 573 Defect Information Report and conduct a safety recall campaign of aftermarket Solera Smart Arm awnings manufactured from 4-18-17 to 6-3-18.

Description of Remedy :

Description of Remedy Program :	Replace current Solera Smart Arm controller with newly released Smart Arm Controller which contains updated logic.
How Remedy Component Differs from Recalled Component :	Name: Smart Arm Controller Description: Controller for Solera Smart Arm Awning Operation Part Number: 717666 This controller used to remedy the issue contains logic to fully lockout usage of the awning, the prior controller did not have this logic.
Identify How/When Recall Condition was Corrected in Production :	Newly updated controllers were used on all production of Solera Smart Arm Awnings by LCI beginning 6/4/2018.

Recall Schedule :

Description of Recall Schedule : LCI will notify all OEM's of this filing and provide notice to the aftermarket distributors of the field campaign and replacement, free of charge, of the affected Solera Smart Arm awnings for end user customers. LCI will reimburse end users for repairs or replacement of the affected parts.

Planned Dealer Notification Date : AUG 20, 2018 - AUG 31, 2018

Planned Owner Notification Date : NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : KZ RV

Address : 0985 N 900 W
Shipshewana IN 46565

Country : US

Company Phone : 2607682010

Name : Riverside Travel Trailers

Address : 1482 N EEL RIVER CEMETERY RD
Peru IN 46970

Country : US

Company Phone : 7654723920

Name : Keystone RV Company

Address : 2425 Davis Drive
PO Box 2000 Goshen IN 46527

Country : US

Company Phone : 5745373923

Name : Forest River

Address : 423 N. Main
Building 11 Middlebury IN 46540

Country : US

Company Phone : 5748258530

* NR - Not Reported