

Part 573 Safety Recall Report

21E-047

Manufacturer Name : Lippert Components, Inc.

Submission Date : MAY 25, 2021

NHTSA Recall No. : 21E-047

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Lippert Components, Inc.

Address : Attn: Pamela VanderMel
PO Box 2888 Elkhart IN 46515

Company phone : 5743126040

Population :

Number of potentially involved : 46,281

Estimated percentage with defect : 1 %

Equipment Information :

Brand / Trade 1 : Hehr Windows

Model : 6400 Series

Part No. : Various-see Attached

Size : Various-see attached

Function : Windows

Descriptive Information : The estimated percentage is .05% however the field below will not accept decimals. Windows for viewing with operating vent involved, population was determined based on shipment history. Recalled products differ from products not included as they were built prior to process changes. We are an equipment supplier and do not have information regarding model year/make or model of the finished recreational vehicles.

Production Dates : OCT 01, 2018 - AUG 14, 2020

Description of Defect :

Description of the Defect : Possible loss of bond between the 2 pieces of glass allowing the vent seal to be compromised.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Possibility of the window adhesive failing

Description of the Cause : Stress induced failure of window adhesive bonding.

Identification of Any Warning that can Occur : During regular maintenance possibly noticing a loss of bonding.

Involved Components :

Component Name : 6400 Series Vented Window

Component Description : vented Window

Component Part Number : Various - see attached file

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

4/7/2020-Lippert contacted by Thor Industries Compliance regarding a VOQ and inquiry he received.

9/11/2020-After discussions & review of info with Thor Industries it was agreed the minimal quantity of issues did not present a safety issue. Both parties agreed to continue to monitor any reported issue and warranty data.

July,2020-March,2021-During this time we conducted continued review of data and any concerns as well as standard continual improvement process discussions with our Engineering and Manufacturing teams.

12/1/2020-Conference call between Byron Chartier, Robert Nguyen & Jonathan Harrison. During this call reviewed internal testing on returned field samples & reviewed sample window that was sent to Jon Harrison for review. Also discussed continued investigation of field & warranty returns. Committed that during the ongoing investigation Lippert would take care of any field concerns customers had regardless of warranty period potentially having expired.

3/3/2021-Conference Call with Marc Grimes, Chartier, Harrison & Nguyen. This call was primarily to review unrelated matters however during this call Lippert mentioned our own investigation was continuing on Hehr windows with field product requested to be returned for further analysis.

3/26/21-Newmar informed Lippert they received a VOQ of an incident occurring while the vehicle was in motion & stated they would forward the information.

4/16/21-Conference call with Chartier, VanderMel, Harrison & Nguyen regarding the data Newmar had submitted of claims regarding alleged window vent issues.

4/30/21-Lippert Exec Safety Committee Meeting to review all details provided

5/3/21-Conference call with Chartier, VanderMel, Harrison and Nguyen to discuss next steps. After reviewing most recent VOQ and data trend with issues on late 2018 built product Lippert will be finalizing details of scope and customer orders involved to file a formal 573 & field campaign.

5/12/21: Internal Lippert parties agree.

Description of Remedy :

Description of Remedy Program : The remedy program will involve inspecting the involved windows with a go/no-go gauge to determine if the seal has been compromised. If an issue is found Lippert will provide a replacement vent.

How Remedy Component Differs from Recalled Component : The remedy component was produced with the improvements including increasing the bond strength between the two panes of glass through the use of an adhesive backed glass spacer and different secondary sealant.

Identify How/When Recall Condition was Corrected in Production : On August 3, 2020 production processes were updated to increase the bond strength between the 2 panes of glass through the use of an adhesive backed glass spacer.

Recall Schedule :

Description of Recall Schedule : Lippert will notify RV Manufacturers by June 30, 2021 and will assist the manufacturers with notification to dealers and retail owners if needed.

Planned Dealer Notification Date : JUL 02, 2021 - JUL 09, 2021

Planned Owner Notification Date : JUL 09, 2021 - JUL 16, 2021

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 : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported