

Part 573 Safety Recall Report

21E-047

Manufacturer Name : Lippert

Submission Date : JUL 14, 2021

NHTSA Recall No. : 21E-047

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Lippert

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 which could allow the vent to detach and cause a crash.

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

Foreign States

Country : New Zealand

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 :	AA Truck Sleeper
Address :	3900 Transportation Drive Ft. Wayne IN 46818
Country :	US
Company Phone :	8178344781
Name :	Andrew Fink Marine
Address :	10 Udy Place Te Rape Hamilton 00 3241 NZL
Country :	NZ
Company Phone :	070 850 5512
Name :	Coach House Inc
Address :	3480 TEchnology Drive Nokomis FL 34275
Country :	US
Company Phone :	8002350984

Name : Distinct Builders Inc
Address : 1414 Fifth Street SE
Watertown SD 57201

Country : US
Company Phone : 6058806335

Name : Elite Trailer Mfg LLC
Address : 7700 SW 29th St
oklahoma city OK 73179

Country : US
Company Phone : 4057455757

Name : Farber Specialty Vehicles
Address : 7052 Americana Parkway
Reynoldsburg OH 43068

Country : US
Company Phone : 6148636470

Name : Foretravel
Address : 1221 NW Stallings Drive
nacogdoches TX 75964

Country : US
Company Phone : 9365648367

Name : Intercontinental Truck Body
Address : 78 Gold Street
Anaconda MT 59711

Country : US
Company Phone : 4067977900

Name : Newell Coach
Address : 3900 North Main Street
Miami OK 74354

Country : US
Company Phone : 8883639355

Name : Newmar
Address : 355 North Delaware Street
Nappanee IN 46550

Country : US
Company Phone : 5747737791

Name : NRC Modifications
Address : 51045 Greenfield Parkway
Middlebury IN 46540
Country : US
Company Phone : 5748253646

Name : PTL Engineering
Address : 3333 John Conley Drive
Lapeer MI 48446
Country : US
Company Phone : 8106642310

Name : Parkin Accessories
Address : 2920 Gateway Drive
Elkhart IN 46514
Country : US
Company Phone : 5742647574

Name : Phoenix USA
Address : 3504 Cooper Drive
Elkhart IN 46514
Country : US
Company Phone : 5742662020

Name : Space Craft Manufacturing
Address : 28115 Highway 40 West
Concordia MO 64020
Country : US
Company Phone : 6604637520

Name : Star Waggon
Address : 13334 Ralston Avenue
Sylmar CA 91342
Country : US
Company Phone : 8183675946

Name : Thor Motorized
Address : 510 Ward Street
Wakarusa IN 46573
Country : US
Company Phone : 5745842100

Name : Triple E Recreational Vehicles
Address : 301 Roblin Boulevard
Winkler, MB Canada 00 R6W 4C4
Country : CA
Company Phone : 2043254361

Name : Escape Trailers
Address : 48351 Industrial Way
Chilliwack BC Canada 00 V2R 4L2
Country : CA
Company Phone : 6047031650

Name : Forest River
Address : 423 N. Main Street
Middlebury IN 46540
Country : US
Company Phone : 5748258530

Name : Foss Developing LLC
Address : 14778 County Road 29
Greenbush MN 56726
Country : US
Company Phone : 2186841294

Name : Gracie Industries DBA Bolt Custom Trucks
Address : 3900 Transportation Drive
Fort Wayne IN 46818
Country : US
Company Phone : 2607480314

Name : Haulmark Industries
Address : 1503 Mcnaughton Avenue
Elkhart IN 46514
Country : US
Company Phone : 5742649661

Name : Jayco
Address : 903 S Main Street
Middlebury IN 46540
Country : US
Company Phone : 5748255861

Name : Renegade
Address : 53316 SR 15
Bristol IN 46507

Country : US
Company Phone : 5748481126

Name : Maurere Fahrzeugbau AG
Address : Suhrenmattstrasse 34
Unterentfelden CHE 00 5035

Country : DE
Company Phone : NR

Name : Provan Industries
Address : 4837 Edmund Highway
West Columbia SC 29170

Country : US
Company Phone : 8039553001

Name : Showhauler Trucks
Address : 116 Industrial Parkway East
Middlebury IN 46540

Country : US
Company Phone : 5748256764

* NR - Not Reported