

Part 573 Safety Recall Report

21V-672

Manufacturer Name : Gracie Ind. LLC d/b/Bolt Custom Trucks

Submission Date : OCT 13, 2021

NHTSA Recall No. : 21V-672

Manufacturer Recall No. : Lippert 21E047



Manufacturer Information :

Manufacturer Name : Gracie Ind. LLC d/b/Bolt Custom Trucks

Address : 3900 Transportation Dr.
Ft. Wayne IN 46818

Company phone : 748-0314

Population :

Number of potentially involved : 340

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2018-2021 Bolt Custom Trucks Custom Sleepers

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : We have been identified by Lippert Components that they have issued a recall of windows that they manufactured between October, 15, 2018 to July 28, 2020. This recall affects our company because we have installed these subject Lippert Windows in Custom Sleepers that we manufactured over this time period. Based on information from Lippert, it is our understanding that all windows installed during this time period are potentially affected.

It is our understanding that there is no visual or serial number way to identify the defective windows from this population. However, we have been given an inspection tool and inspection description by Lippert for detecting defective windows.

Production Dates : OCT 15, 2018 - MAR 26, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Our supplier, Lippert, has issued a recall for windows that they manufactured, supplied to us and we installed in custom sleepers. It is our understanding that the windows can delaminate and the glass can separate from the window structure and fall to the ground while the truck is parked or travelling.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : There is a possibility that a portion of the the Lippert window can detach and cause a crash.

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : 6400 Series Vented Windows

Component Description : 6400 Series Vented Windows

Component Part Number : 6400 Series

Supplier Identification :

Component Manufacturer

Name : Lippert Components

Address : 4100 Edison Lakes Parkway
Mishiwaka Indiana 46545

Country : United States

Chronology :

July 2, 2021 - We were informed by Lippert that they have issued a recall for the subject windows.

July 6, 2021 - Brian Callan began researching what our actions needed to be in response.

July 12, 2021 - Brian Callan provided a list of subject vehicles that could be impacted by this recall based on the window models and suspect production dates provided by Lippert.

July 13, 2021 - Brian Callan and Kellie Patillo decided on a plan to quarantine any windows that we have in stock that could possibly be a part of the Lippert recall defective windows. These windows were later inspected per the Lippert Inspection criteria. 11 of these windows that we had in stock were deemed to be defective per the Lippert inspection criteria. These windows have been repaired per the Lippert Inspection criteria.

July 14, 2021 - Brian Callan, Kellie Patillo and Amy Callan began compiling a list of vehicles that could have potential defective windows installed per the date range that was provided by Lippert and the corresponding vehicle build dates.

July 20, 2021 - Jennifer Bauer received an email from NHTSA inviting us to sign up on the safecar.gov portal to begin procedure for beginning our own recall.

August 27, 2021 - Brian Callan and Amy Callan completed the list of possible effected VINs were the Lippert recall windows were installed.

August 29, 2021 - Brian Callan input the data into the Safercar.gov website to initiate on own recall.

October 1, 2021 - Brian Callan attempted to upload customer notification letter, list of VINs, customer instructions and other relevant documents into the safercar.gov website.

October 13, 2021 - Brian Callan received an email from NHTSA informing that additional information was required to be input onto the safercar.gov website for 573 defect/non-compliance report this recall. Also, Brian Callan spoke to Choon Lee to better understand. Brian Callan amended 573 submission, deleted uploaded documents and uploaded again per instru

Description of Remedy :

Description of Remedy Program : Lippert has communicated an inspection procedure to us to detect if a window is defective. It involves inserting an inspection tool that they have provided into a gap between the glass and the window frame. This tool should stop in a colored segment on the inspection tool. If the gauge / tool inserts beyond the colored segment then it indicates a possible break in the seal (per Lippert instructions) and the window will need replaced (per Lippert instructions).

We will provide inspection instructions to all identified customers including the relevant inspection tool. These instructions will also include guidance on how to procure replacement parts from Lippert Components and how to submit a claim to Lippert for reimbursement of inspection and repair expenses. Lippert's reimbursement proposes to reimburse .4 labor hours for inspecting each window and .5 hours for replacing a window vent if it fails the inspection. Our customers will be able to submit invoices to Lippert directly for reimbursement of these expenses.

Furthermore, our instructions will contain guidance on how to contact Lippert to receive replacement components. We can assist will supplying components, as well, but we will need to obtain those components from Lippert.

How Remedy Component Differs from Recalled Component : Description above for detecting if a window is potentially defective and should be replaced (per Lippert instructions).

Identify How/When Recall Condition was Corrected in Production : This recall was not issued by Lippert until all of the subject windows had already been installed in vehicles in the field. There is no opportunity to remedy in production before products were produced and in the field.

Recall Schedule :

Description of Recall Schedule : Our company is a contract supplier to several truck dealerships who build up and sell trucks with our custom sleeper as just one component in that build. These truck dealers our our customers and they view us as their vendor. There are no dealership agreements in place between those truck dealers and ourselves. Although they are truck dealerships with their own dealership agreement in place with OEM Truck Manufacturers like Freightliner, Volvo, Kenworth, Peterbilt, etc., there are no dealership agreements between those companies and ours. We are suppliers for those companies.

Sometimes we know an end customer for a custom sleeper that we build where these windows would have been used, that is not the case in the vast majority of the time.

We will notify the dealer / customers whom we sold the custom sleepers that were affected by the Lippert recall. In those cases we will need to rely upon those dealer customers to make contact with their customers

that they sold the final truck to.

In the cases that we know an end customer for a given custom sleeper affected by this recall, then we will reach out to them, as well. However, that will be the vast minority of the cases.

Planned Dealer Notification Date : SEP 01, 2021 - SEP 30, 2021

Planned Owner Notification Date : OCT 01, 2021 - OCT 28, 2021

* NR - Not Reported