



# ***IMPORTANT SAFETY RECALL***

**NHTSA Safety Recall: 23E-046**

**Date: 6/23/2023**

**VIA EMAIL & UPS DELIVERY**

## **OEM CUSTOMER NOTIFICATION**

This Customer Notification is sent to you, the RV Manufacturer, in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

## **REASON FOR THIS RECALL**

Lippert has conducted a thorough investigation and determined an issue which relates to motor vehicle safety may exist in certain vehicles equipped with specific 5,200 pound and 6,000 pound Curt axles. There is the possibility a grease zerk installed during the axle assembly process may not have been properly tightened. Our records indicate your company purchased one or more of the involved Lippert products built between 02/07/2023 and 05/17/2023 which are the subject of this recall. The involved products sold to you which are subject to the recall are listed in detail in a spreadsheet included with this notice. **If these products are still in your inventory, you must not sell or install these into units. It is a violation of federal law to sell any of the listed products covered by this recall until the defect is remedied. The inspection and/or remedy instructions will be sent to you as soon as they are completed.**

## **WHAT WE WILL DO**

Lippert will reimburse dealers or mobile repair facilities to inspect the involved axles to verify the grease zerks are tightened correctly and to replace or properly tighten as necessary. As stated above, we will forward the written instructions once completed. Any parts which may be determined to be needed for the remedy are currently available.

## **WHAT YOU SHOULD DO**

The involved products must be inspected per the instruction document we will be forwarding to you once completed. Once your company is notified the inspection and/or corrective action has been completed please submit a claim documenting the details to [claims@lci1.com](mailto:claims@lci1.com) for payment of any parts and labor charges.

Lippert's Customer Care Team may be reached via email at [recall@lci1.com](mailto:recall@lci1.com) or via phone at 574-538-4514 if there are any questions. Lippert does **not** require advance contact or a pre-auth be obtained; labor allowance for this inspection is 0.3 hours per axle and labor allowance for any zerk replacement is 0.3 hours per axle. A clear photo of the axle tag including the axle serial number must be submitted once inspection or repair is completed.

If you are not satisfied, we have done our best to remedy this situation, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://safercar.gov>. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience this concern may cause you. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance to us. Thank you for your attention and cooperation in this matter.

Sincerely,

**Lippert Components**