



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 24E-019

Date: 3/21/2024

VIA EMAIL & UPS DELIVERY

OEM CUSTOMER NOTIFICATION

This Customer Notification is sent to you, the Final Stage 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 **MTP Surge Brake Actuator rated at 20,000 pounds**. It has been decided that the components in the recall population have an incorrect label listing the component as a 20,000 pound capacity and it is actually 19,000 pound capacity. Our records indicate your company purchased one or more of the involved Lippert products built between 02/02/2023 and 01/15/2024 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 apply the remedy. The remedy is to replace the existing 20,000 pound label with a correct 19,000 pound label. Any vehicles with 20,000 pound GVWR will need to replace the under capacity surge brake couplers with appropriate capacity couplers. Labels for vehicles under 19,000 pounds are currently available for the remedy. Actuators assemblies for vehicles over 20,000 pounds are to be determined.

WHAT YOU SHOULD DO

The involved products must be inspected per the enclosed instruction document. 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 for payment of any parts and labor charges.

Lippert's Customer Care Team may be reached via email at 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 applying the label is 0.3 hours per coupler and labor allowance to replace coupler is 0.5.

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.