



IMPORTANT SAFETY RECALL

NHTSA Safety Recall: 24E-021

Date: 3/8/2024

VIA EMAIL & UPS DELIVERY

OEM CUSTOMER NOTIFICATION

This Customer Notification is sent to you, the 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 axles with a specific oil seal. As a result, Lippert is conducting a safety recall. It has been determined a substituted oil seal from a different vendor was improperly installed. Our records indicate your company purchased one or more of the involved Lippert products built between 12/08/2023 and 02/20/2024 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 inspect and/or apply the remedy. The remedy is to inspect the axle tag to be sure it is in the affected range and replace the seals being certain that the replacement oil seals are orientated properly. We will forward the written inspection and repair 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 for payment of any parts and labor charges. Please include a photo of the axle manufacturing tag.

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 inspection is 0.3 and labor rate to inspect and replace 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.