



LIPPERT
COMPONENTS®

Coachstep Recall Frequently Asked Questions

Q: Is my step involved in the recall?

A: If your RV has a Coachstep electric double step or Coachstep electric triple step produced by Lippert Components from 5-25-2007 thru 12-18-2014 it is included in the recall. Single electric step assemblies and sliding box assemblies are not being recalled. No manual steps are being recalled. You will receive notification from the RV Manufacturer and/or your dealer if your step is included in the recall. Please follow the instructions provided by the RV Manufacturer.

Q: When will repair kits be available for the recall?

A: As of February 1, 2016 there will be limited availability of kits.

Q: How do I have the recall completed?

A: Contact your local dealer and provide them with the notification you received from the RV Manufacturer.

Q: What does the repair kit correct?

A: Each Double Coachstep Repair kit includes the pieces necessary to install a retainer bracket on a Double Coachstep assembly. This will ensure there is not a future issue in the event the center bolt breaks or becomes disengaged.

Each Triple Coachstep Repair kit includes the pieces necessary to install a linkage assembly and a retainer bracket on a Triple Coachstep assembly. This will ensure there is not a future issue in the event the center bolt breaks or becomes disengaged.

Q: What do I do if the center bolt on my step is currently broken?

A: Have a qualified dealer install a replacement center bolt and the required kit specific to Lippert Coachstep electric double or triple steps.

Q: Why is there not a new center bolt included in the repair kit?

A: The installation of the retainer bracket and included components in the repair kit(s) provides the necessary structural and functional support.

Q: Does this recall cover the motor, module, gear plate, other components, rust or other cosmetic concerns?

A: No, the recall is applicable ONLY to the center bolt and installation of the kits listed above. Various components of your steps may require repair or replacement due to normal wear and tear, misuse or abuse.



Coachstep Recall Frequently Asked Questions (Continued)

Q: Can a retail owner order the parts and complete the recall?

A: No. This recall **MUST** be handled by a qualified dealer or repair facility.

Q: How do I obtain a repair kit?

A: Please follow the instructions provided to you in the recall notification letter from the RV Manufacturer.

The following RV Manufacturers have agreed to allow dealerships to obtain parts directly from Lippert Components via our online store at store.lci1.com/recall-coach-step

Forest River

Jayco

Coachmen

Tiffin Motorhomes

Gulf Stream Coach

REV RV Group (including Monaco, Holiday Rambler, Safari, and Beaver products)

All other RV Manufacturers currently require each dealer/retail owner to contact and obtain parts directly from their Customer Service facility. Please follow the instructions provided to you from the RV Manufacturer.

Q: What if I had my Coachstep electric double or triple steps repaired for the specific issue of the center bolt breaking?

A: If you have repair records and receipts specific to center bolt repairs made within the last 12 months you may be eligible for reimbursement. Please submit this info via e-mail to coachsteprecall@lci1.com. Please ensure full RV identification items are included with your e-mail. The following information will be required: Full 17 digit VIN #, Make/Model, Date of Manufacture of the RV and your Date of Purchase.

Please note prior expenses regarding other components such as a motor, module, gear plate or due to cosmetic issues such as corrosion or rust are not included and would not be subject to potential reimbursement.

Q: What if I would rather replace my Coachstep with a Kwikkee Electric Step sold by Lippert Components?

A: If a customer would like new Kwikkee steps in lieu of the remedy repair, as a customer appreciation measure, Lippert Components will provide a \$200.00 credit and pay 0.5 hour for installation labor to your dealer when they order a Kwikkee step as replacement for a unit involved in this Recall. All orders **MUST** be placed by a dealer and **MUST** be ordered directly from Lippert Components via our online store (store.lci1.com/recall-coach-step) using your specific 17 digit VIN.

Q: How do I access the Lippert Components Online Parts Store?

A: store.lci1.com/recall-coach-step

NOTE: Only one (1) kit or discount will be honored per VIN.