



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
12-SEP-2013	Reference No. 10543257

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	FL	Zip Code		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5NCAA01A02N		Make NEWMAR	Model NEWAIRE CLASSIC	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 30-AUG-2013
	<input type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 31000	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2002 NEWMAR NEWAIRE CLASSIC. THE CONTACT STATED THAT AFTER HAVING THE VEHICLE REPAIRED UNDER RECALL NOTICE NHTSA CAMPAIGN NUMBER: 02V093000 (SERVICE BRAKES), THE VEHICLE CONTINUED TO EXPERIENCE SEVERE HEAT ON THE BRAKES AND BRAKE FLUID LEAKAGE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS STATED THE BRAKES NEEDED TO BE REBUILT. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 31,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10543257
Date: Wednesday, November 06, 2013 12:15:42 PM
Attachments: [EVOQ_EMAIL_RESPONSE.doc](#)
[10543257.pdf](#)
[NHTSA.....10543257.pdf](#)
[Newmar Brake Bill.rtf](#)
[NEWMAR LETTER.rtf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, November 06, 2013 11:47 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10543257

Here's a questionnaire follow-up. The ODI # is in the subject line.

Fax: 202-366-3081

From: [REDACTED]
Sent: Tuesday, November 05, 2013 11:33 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10543257

Thank you for your help.

The Newmar Newaire was repaired under a NHTSA recall. Newmar paid the bill. Then the brakes failed again. The previous owner had the brake controller that was recalled reinstalled. NEWMAR PAID FOR REINSTALLING THE PART . As new owner I assumed that the recall was taken care of.

There was extensive brake damage.

The brakes failed on the George Washington Bridge. I had the vehicle taken to a Freightliner Repair Center.

The bill for solving the damage was \$9,425.18. Yes, over \$9,000 because Newmar never solved the problem.

I asked Newmar to pay for brake repair. They declined because they said they already solved

the issue. NOT SOLVED !!!!
Please see the attached forms.
Thank you,

[REDACTED]

Flagler Beach, FL [REDACTED]

[REDACTED]

----- Forwarded Message -----

From: "EVOQQ@dot.gov" <EVOQQ@dot.gov>

[REDACTED]

Sent: Thursday, October 24, 2013 9:47 AM

Subject: FW: NHTSA: Follow up to ODI Complaint: 10543257

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



**SOUTHERN CONNECTICUT
FREIGHTLINER**

15 EAST INDUSTRIAL ROAD

BRANFORD, CT 06405

Phone: (203) 481-0373

Fax: 203-315-3954

Extended Service Hours

Weekdays 7am - 10pm

Saturdays 7am - 3 pm

Service Order

None

27657

[REDACTED]
[REDACTED]
FLAGLER BEACH, FL [REDACTED]

Owner

Reviewer

8/20/13 12/31/02 31,996 9/30/13 COD 123

Date In Date In Service Miles In Date Out Terms Writer

Bill-To Customer 27657

[REDACTED]
[REDACTED]
FLAGLER BEACH, FL [REDACTED]
[REDACTED]

Year 2002

NEWMAR

Model R/V

Make

5NCAA01A02N [REDACTED]

Invoice Date P.O. Number

Unit#

VIN R100037169

RO Number

Miles Out

32042

Truck No

Job#1 CHECK BRAKES

CHECK AND ADVISE ON BRAKE CONDITION, THE LEFT FRONT LEAKING FLUID & POSSIBLE CALBER FROZEN ,

BRAKES VERY HOT & OVER HEATED , ABS LIGHT ON CAME ON

RIGHT REAR STARTED TO LEAK BRAKE FLUID , POSSIBLE CALBER FROZEN

MASTER CYLINDER WAS CHANGED DUE TO CONTAMINATION OF BRAKE FLUID 1100 MILES AGO

NEWMAR PHONE# 800-731-8300

WARNING LIGHT COMMING ON FOR THE TAG AXLE , CUSTOMER STATES THAT NEWMAR

STATES NEEDS TO
RESET , NEED TO CAL NEWMAR TO SEE IF WE CAN DO OR NEEDS TO GO R/V DEALER ??
8/27---SPOKE WITH [REDACTED] AND HE AGREED TO HAVE THIS TAKEN APART. 9:10AM. MB
8/31-- [REDACTED] WILL SEND US 4 NEW CALIPERS UPS; 12:30PM. MB
BS E-MAILED [REDACTED] THE ESTIMATE OF REPAIR ON 9/3/2013 AT 11:40 AM - WAITING ON
AUTHORIZATION
OK AS PER [REDACTED] TO REPAIR AS PER ESTIMATE ON 9/3/2013 AT 12:50 PM - BS - PARTS ON
STOCK ORDER - ABOUT
1-WEEK

bs called and left and update for [REDACTED] we are waiting on some fittings, expected completion is 9/20/2013 -
9/17/2013 at 9:55 am

ok to replace hyd brake module as per [REDACTED] as per estimate on 9/27/2013 at 1:15 pm - bs - part on order
CHECK AND ADVISE ON BRAKE CONDITION

68-CHECKED AND REMOVED FRONT LEFT WHEEL AND INSPECTED ALL OTHERS FOUND
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HUB CAPS MELTED. POSSIBLE ABS SENSORS DAMAGED. NEEDS NEW CALIPERS, ROTORS
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BROUGHT UNIT IN AND SUPPORTED ON JACK STANDS, FUNKY SUSPENSION SO IT TOOK
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AXLE & ORDER SENSORS.INSTALLED NEW SENSORS. REMOVE ABS MODULE AND

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BRAKES. ROAD TEST WITH ABS LIGHT ON AND*****SEE CONTINUED STORY ON NEXT
LINE...

Correction

10/1/13 3:35:01PM R100037169 DEALER CODE: RLFD Page 1 of 5

Service Order

Unit# [REDACTED]

Year 2002

NEWMAR

Model R/V

Make

VIN 5NCAA01A02N [REDACTED] 100037169

RO Number

Truck No

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CHECK AND ADVISE ON BRAKE CONDITION, THE LEFT FRONT LEAKING FLUID & POSSIBLE
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CHECK AND ADVISE ON BRAKE CONDITION

Claim Number#

Condition

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 INSTALL NEW
 WHEEL SEAL. CLEAN BEARINGS & ADJUST, MOUNT NEW HUBCAPS, FILL OIL TO LEVEL ----- REAR
 DRIVE ----- ALL
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 INSTALL AXLES, ON REAR TAG AXLE , REPLACE ROTORS, CALIPERS, PADS, SLIDERS,
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Correction

Qty Item Description Price Extended

4.60 CHECK AND ADVISE ON BRAKE
 CONDITION

CHECK BRAKES 98.00 450.80

8.30 CHECK AND ADVISE ON BRAKE
 CONDITION

CHECK BRAKES 98.00 813.40

6 100S/RSS M7 15 BRAKE CLEANER 3.94 23.64

30.00 REPAIR R&R ALL BRAKE PARTS 98.00 2,940.00

2 100V/STM 340 4024 HUB CAP 32.91 65.82

2 100V/WWD 54771P 65 DISC BRAKE ROTOR W/MAGNACOTE 142.96 285.92

2 100V/WWD 54770 P65 DISC BRAKE ROTOR W/MAGNACOTE 158.09 316.18

1 100V/TDA R955336 SENSOR KIT-ABS 56.12 56.12

1 100V/SBN 3982TRB TAPERED BEARING 25.53 25.53

1 100V/SBN 3920TRB TAPERED BEARING 12.19 12.19

1 100V/SBN 33287TRB TAPERED BEARING 31.80 31.80

2 100V/TDA A1205X2806 SEAL, WHEEL 38.79 77.58

1 100V/ASL 4153155 BRACKET ASSY 13.25 13.25

2 100V/STM 308 0836 GUARDIAN HP SEAL 47.02 94.04

4 100V/STM 330 3024 HUB CAP GASKET 2.82 11.28

2 100V/TDA 2208J426 GASKET 4.00 8.00

3 100V/BW MKD786A DISC PAD SET 109.23 327.69

1 100V/SBN 33462TRB TAPERED BEARING 20.53 20.53

1 100V/HDX RH55849X CALIPER ONLY BOSCH 66MM 138.77 138.77

10/1/13 3:35:13PM R100037169 DEALER CODE: RLFD Page 2 of 5

Service Order

Unit# [REDACTED]

Year 2002

NEWMAR

Model R/V

Make

VIN 5NCAA01A02N [REDACTED] R100037169

RO Number

Truck No

Job#1 CHECK BRAKES

CHECK AND ADVISE ON BRAKE CONDITION, THE LEFT FRONT LEAKING FLUID & POSSIBLE CALBER FROZEN ,

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MASTER CYLINDER WAS CHANGED DUE TO CONTAMINATION OF BRAKE FLUID 1100 MILES AGO

NEWMAR PHONE# 800-731-8300

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8/27---SPOKE WITH [REDACTED] AND HE AGREED TO HAVE THIS TAKEN APART. 9:10AM. MB

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OK AS PER [REDACTED] TO REPAIR AS PER ESTIMATE ON 9/3/2013 AT 12:50 PM - BS - PARTS ON STOCK ORDER - ABOUT

1-WEEK

bs called and left and update for [REDACTED] , we are waiting on some fittings, expected completion is 9/20/2013 - 9/17/2013 at 9:55 am

ok to replace hyd brake module as per [REDACTED] as per estimate on 9/27/2013 at 1:15 pm - bs - part on order

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Claim Number#

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Correction

Qty Item Description Price Extended

1 100V/HDX RH55849X-CORE CALIPER ONLY BOSCH 66MM 75.60 75.60

1.80 PULL BRAKE LINES AND MARK

LOCATIONS

CHECK BRAKES 98.00 176.40

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-1 100V/HDX RH55849X-CORE CALIPER ONLY BOSCH 66MM 75.60 -75.60

2 100V/STM 330 3024 HUB CAP GASKET 2.82 5.64

14 100X/HFIF51 FEMALE FITTING 5.73 80.22

6 100X/PA412 BRAKE LINE 5.35 32.10

2 100X/HF04 MALE FITTING 9.21 18.42

8 100X/HOSE BRAKE HOSE 34.43 275.44

1 PART FREIGHT-IN CHARGE

PASSTHROUGH

FRT 48.74 48.74

1 100V/CHR 1612 HUB CAPS / SCOTSEALS 22.27 22.27

3 100X/BAC M44-32 BRAKE FLUID 11.19 33.57

20 100V/GRO 83 6019 STANDARD TIE WRAP, 8In., PK 10 0.06 1.20

1 100V/TDA S478 407 058 0 WET HYD MOD VAL 1,852.35 1,852.35

10/1/13 3:35:13PM R100037169 DEALER CODE: RLFD Page 3 of 5

Service Order

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NEWMAR

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ALL REAR HUBS AND BEARINGS AND INSPECTED. PASS SIDE, FRONT REAR, INNER, WHEEL BEARING WAS DAMAGED

AND NEEDS TO BE REPLACED. PASS SIDE FRONT REAR AND BOTH DRIVER SIDE REAR CALIPERS NEED TO BE

REPLACED, THEY HAVE BAD PISTON SEALS - CLEANED UP FRONT HUBS. REMOVED RACES FROM D/S FRONT HUB SO

I COULD GET PART NUMBERS. WENT AROUND WITH NATE AND WROTE DOWN WHAT PARTS WE NEED TO GET. THEN

WENT BACK AND WROTE DOWN PART NUMBERS AND PUT TOGETHER PARTS QUOTE. ASSEMBLE ALL NEW PARTS &

ASSEMBLE FRONT STEER - BOTH SIDES NEW, CALIPERS, PADS, INSTALL NEW ROTORS ON HUBS , INSTALL NEW

WHEEL SEAL. CLEAN BEARINGS & ADJUST, MOUNT NEW HUBCAPS, FILL OIL TO LEVEL ----- REAR DRIVE ----- ALL

NEW , RACES & BEARINGS ON BOTH SIDES , NEW SEALS, ROTORS SWAP TO HUBS, CALIPERS, PADS, SLIDERS,

INSTALL AXLES, ON REAR TAG AXLE , REPLACE ROTORS, CALIPERS, PADS, SLIDERS, REASSEMBLE & FILL OIL TO

LEVEL, INSTALL NEW BRAKE LINES, BUT THEY DON'T FIT BRACKETS; HAD TO MANUALLY FILE AND OPEN HOLES,

BLEED SYSTEM, TOP OFF RESEVOIR, INSTALL ALL TIRES AND TORQUE TO SPEC, INSTALL ALL CHROME . RIGHT

DRIVE AXLE BRAKE HUNG UP IN ROAD TEST - JACK UP COACH , TEST BRAKES - NOT HANGING UP NOW, NOW THAT

WE CAN TEST SYSTEM WE FOUND ABS MODULE FAILED. GOT ABS MODULATOR NUMBERS TO JEFF , TEST ALL ABS

SENSORS & RIGHT REAR & LEFT FRONT FAULTY. THEY TESTED OK BEFORE. DISASSEMBLE RIGHT SIDE OF DRIVE

AXLE & ORDER SENSORS. INSTALLED NEW SENSORS. REMOVE ABS MODULE AND INSTALL NEW. RE-BLEED ALL

BRAKES. ROAD TEST WITH ABS LIGHT ON AND*****SEE CONTINUED STORY ON NEXT LINE...

Correction

Qty Item Description Price Extended

1 100V/TDA R955329 SENSOR KIT-ABS 51.85 51.85

1 100V/TDA R955336 SENSOR KIT-ABS 56.12 56.12

1 100V/CHR 34387 OIL SEAL 28.32 28.32

1 100V/TDA 2208J426 GASKET 4.00 4.00

15 100V/TYC DCT110HIR TIESTRAP 1.29 19.35

Parts: 4481.82 Labor: 4380.60 Total: 8862.42

Job#2 ROAD TEST

ROAD TEST AND CHECK ALL OPERATIONS OF TRUCK AND CONTINUE STORY FROM LINE ONE

ROAD TEST AND CHECK ALL OPERATIONS OF TRUCK

Claim Number#

Condition

Cause CONTINUED STORY..

CHECKED CODES AND FOUND CODES FOR FRONT AXLE RIGHT AND LEFT AIR GAP TOO HIGH, CHECKED AIR GAP AND

FOUND RIGHT SENSOR OUT OF ADJUSTMENT, ADJUSTED SENSORS AND THEN WENT TO DIAGNOSE TAG AXLE BRAKE

LIGHT STAYING ON ALL THE TIME. TRIED TO CHECK CIRCUITS - NEED WIRING SCHEMATIC. CALLED NEWMAR AND

GOT THEM VIA EMAIL. (HAND WRITTEN!). CHASED OUT WIRING AND FOUND PARKING BRAKE INPUT STAYS HOT

ALL THE TIME REMOVED WIRE FROM CONNECTOR TO TEST CIRCUIT AND LIGHT IS NOW OUT. THAT NEEDS TO BE

LOOKED AT MORE IF THEY WANT TO HAVE IT WORK CORRECTLY. TEST DROVE AND CHECKED TEMPERATURES OF

ALL WHEELS. ALL GOOD AT THIS TIME. NO OVERHEATING. READY FOR ROAD TEST.

TEST DROVE AGAIN AND

RE-CHECKED WHEEL TEMPERATURES WITH TEMP. GUN; ALL READINGS NORMAL.

RE-CHECKED ALL WORK AND

BRAKE FLUID--ALL OK. SYSTEM HAS DOT 3. OLD PARTS IN SHOP IN BOX. NO ABS LIGHTS ON , PEDAL FEELS NORMAL

- UNIT ALL SET

Correction

10/1/13 3:35PM R100037169 DEALER CODE: RLFD Page 4 of 5

Service Order

Unit# [REDACTED]

Year 2002

NEWMAR

Model R/V

Make

VIN 5NCAA01A02N [REDACTED] R100037169

RO Number

Truck No

Job#2 ROAD TEST

ROAD TEST AND CHECK ALL OPERATIONS OF TRUCK AND CONTINUE STORY FROM LINE ONE

ROAD TEST AND CHECK ALL OPERATIONS OF TRUCK

Claim Number#

Cause CONTINUED STORY..

CHECKED CODES AND FOUND CODES FOR FRONT AXLE RIGHT AND LEFT AIR GAP TOO HIGH,
CHECKED AIR GAP AND
FOUND RIGHT SENSOR OUT OF ADJUSTMENT, ADJUSTED SENSORS AND THEN WENT TO
DIAGNOSE TAG AXLE BRAKE
LIGHT STAYING ON ALL THE TIME. TRIED TO CHECK CIRCUITS - NEED WIRING SCHEMATIC.
CALLED NEWMAR AND
GOT THEM VIA EMAIL. (HAND WRITTEN!). CHASED OUT WIRING AND FOUND PARKING BRAKE
INPUT STAYS HOT
ALL THE TIME REMOVED WIRE FROM CONNECTOR TO TEST CIRCUIT AND LIGHT IS NOW OUT.
THAT NEEDS TO BE
LOOKED AT MORE IF THEY WANT TO HAVE IT WORK CORRECTLY. TEST DROVE AND CHECKED
TEMPERATURES OF
ALL WHEELS. ALL GOOD AT THIS TIME. NO OVERHEATING. READY FOR ROAD TEST. TEST DROVE
AGAIN AND
RE-CHECKED WHEEL TEMPERATURES WITH TEMP. GUN; ALL READINGS NORMAL. RE-CHECKED
ALL WORK AND
BRAKE FLUID--ALL OK. SYSTEM HAS DOT 3. OLD PARTS IN SHOP IN BOX. NO ABS LIGHTS ON ,
PEDAL FEELS NORMAL
- UNIT ALL SET

Correction

Qty Item Description Price Extended

Parts: 0.00 Labor: 0.00 Total: 0.00

Misc Supplies

Labor:

Parts:

Sublet:

Misc. Charges

4433.08

48.74

4380.60

0.00

State Tax

*******TOTAL \$9,425.18*******

562.76

“Southern Connecticut Freightliner’s standard payment terms include customer payment with ten (10) days of invoice date. 15% handling charge on all returned items. No returns after 15 days. No returns on items such as switches or sending units. All workmanship disputes must be filed within 72 hours of accepting the completed vehicle. No refund without this invoice. Buyer agrees to pay a service charge of 3%/month on all outstanding balances past 30 days. The customer is responsible for all collection

fees on unpaid balances including but not limited to attorney fees, accounting fees or collection agency fees. By signing this document, customer agrees to all above terms and conditions.”

Our Extended Service Hours

Weekdays 7am - 10pm

Saturdays 7am - 3 pm

Thank you for your

business

0.00

10/1/13 3:35:13PM R100037169 DEALER CODE: RLFD Page 5 of 5

Customer Service

Sep 4

To

Good morning [REDACTED]

Thank you for the information.

I verified with my supervisor, and he agreed that since we already approved and had the recall completed, that would be all that we would offer.

If there is an issue with the work performed, you may want to contact the service center that performed the work and see what if any assistance they would provide.

Thank you for allowing us to look into this for you.

Thank You

Doug Brown

Newmar Customer Service

From: [REDACTED] [mailto:[REDACTED]] **Sent:** Tuesday, September 3, 2013 12:54 PM **To:** Customer Service **Cc:** bsussman@netruck.com **Subject:** 40035/Doug

----- Forwarded Message ----- **From:** [REDACTED]
<[REDACTED]> **To:** "customerservice@newmar.com"
<customerservice@newmar.com> **Cc:** "bsussman@netruck.com"
<bsussman@netruck.com> **Sent:** Tuesday, September 3, 2013 12:51 PM
Subject: 40035/Doug

Dear Newmar,

RE: Newmar Newaire

SN# 5NCAA01A02N [REDACTED]

This Newaire had service work done on a NHTS Administration recall in July or August of 2010 at 16,535 miles. The unit now has 31000+or- miles on it and needs total rebuild of the brakes.

I had the master cylinder replaced in Florida and systems checked before I began a trip to Connecticut. On the George Washington Bridge the brakes began acting up.

I got off the interstate and had the coach moved to Branford, Ct for service at a Freightliner location. They have an excellent reputation and the business is near my son's home.

I enclose their estimate for your review.

I have had my motorhome serviced regularly and maintained perfectly.

I am convinced that this latest brake failure is a result of incomplete or faulty work done under the NHTS recall.

In no way shape or form should a chassis need this type of service only 15000 since the recall.

Please let me know what information you need to authorize a corrective repair.

Thank you,

[REDACTED]
[REDACTED]
Flagler Beach, FL [REDACTED]

email: [REDACTED]

Phone: [REDACTED]

----- Forwarded Message ----- **From:** Brad Sussman
<bsussman@netruck.com> **To:** [REDACTED]
[REDACTED] **Cc:** service@netruck.com **Sent:** Tuesday,
September 3, 2013 11:38 AM **Subject:** ESTIMATE OF REPAIR

[REDACTED],

Attached is estimate of repair to your rv to replace all the parts you are sending here and all other needed parts, please review and e-mail authorization

Thank you,
Brad

Brad Sussman
SERVICE ADVISOR
Southern Connecticut Freightliner
15 East Industrial Rd.
Branford,CT. 06405
Office - 1-203-481-0269
Fax - 1-203-315-3954
E-Mail - bsussman@netruck.com
website - www.netruck.com

From: [REDACTED] **Sent:** Saturday,
August 31, 2013 1:45 PM **To:** bsussman@netruck.com **Subject:** Newmar

parts

Attn; Michael

I appreciate your efforts in fixing my Newmar Newaire.

I sent 5 calipers, 6 pin kits, and 6 assembly kits via
UPS today(SAT.

Tracking numbers.....

1z600y6y0313 [REDACTED]

1z600y6y0313 [REDACTED]

1z600y6y0379 [REDACTED]

It was either OVERNIGHT for \$600+ ...going out Tues.
Delivered to you on Tues.

or

Standard for under \$150 and delivery Thurs.

I opted for Thurs.

Thank you for your help.

[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-SEP-2013

Repository Reference No.
10543257**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City FLAGLER BEACH

State FL

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5NCAA01A02N [REDACTED]

Make
NEWMARModel
NEWAIRE CLASSICModel Year
2002

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

30-AUG-2013

 Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: BRAKES (PWS)

Failure Mileage
31000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION*(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2002 NEWMAR NEWAIRE CLASSIC. THE CONTACT STATED THAT AFTER HAVING THE VEHICLE REPAIRED UNDER RECALL NOTICE NHTSA CAMPAIGN NUMBER: 02V093000 (SERVICE BRAKES), THE VEHICLE CONTINUED TO EXPERIENCE SEVERE HEAT ON THE BRAKES AND BRAKE FLUID LEAKAGE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS STATED THE BRAKES NEEDED TO BE REBUILT. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 31,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.