

[REDACTED]
Las Cruces, NM
[REDACTED]

March 4, 2024

Eileen Sullivan
Associate Administrator, Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Regarding: NHTSA ID Number 11565536

Dear Ms. Sullivan

I am writing this letter regarding an ongoing and unresolved factory safety recall with my Newmar New Aire RV, which has spanned three and a half years, required five trips to Doggett Freightliner in El Paso, TX, and for which I am now being charged for out-of-warranty service items.

My wife and I purchased a new 2020 Newmar New Aire RV from Southaven RV in Southaven, MS on October 23, 2020. At the time of purchase, the Tire Pressure Monitoring System (TPMS) did not function and alarmed with a warning on the instrument panel that must be manually cleared prior to driving. At the time of sale, we were informed that a repair was being developed and a recall would be issued for the defective TPMS system.

Due to the very large number of factory defects on the RV that required warranty repair, we scheduled a week of warranty service at the Newmar repair facility in Nappanee, IN, 3200 miles round-trip from our residence, in August of 2021. We began documenting the list of defects with Newmar staff in May of 2021. Regarding the TPMS system failure I was told:

[You will need to contact Freightliner for this issue. Newmar is not set up for these types of repairs. Freightliner can be reached at 1-800-385-4357.](#)

Thank you,

[Katlyn Trout](#)
[Service Appointment Representative](#)

While we did not purchase a Newmar RV from Freightliner, we had no choice but to deal with Freightliner directly due to Newmar's refusal be involved. We later discovered that this tactic of manufacturer accountability deflection and responsibility re-direction is pervasive within the RV industry.

In March of 2022, Daimler Trucks North America issued SF644 for the defective TPMS system in our RV.

Katlyn Trout

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In July of 2020, DTNA became aware of two NHTSA VOQs for alleged erroneous readings for the Tire Pressure Monitoring System ("TPMS"). In coordination with NHTSA via DTNA's voluntary safety evaluation list review process, DTNA began gathering information on the vehicles and circumstances of the events through its investigation process. DTNA performed a warranty search and found one warranty claim that matched the complaint alleged in the VOQ and received an additional complaint from the field. DTNA expanded its search for any additional field reports and warranty claims in an attempt to identify any other potential complaints. In the meantime, DTNA engineering began testing and evaluation efforts to duplicate the complainants' circumstances and assess for possible variables between the chassis and second stage assembly processes.

Chronology :

In early fall 2020, while working with the supplier, DTNA was able to duplicate and confirm the alleged complaint. With these findings, DTNA provided an update to NHTSA about its review of the topic and management direction.

In or about October 2020, DTNA management reviewed the topic and subsequently voted not to issue a recall due to it not rising to the level of an unreasonable risk to Motor Vehicle Safety. In or about July 2021 NHTSA and DTNA began to reassess the topic based on an additional VOQ recently received.

In late 2021 into early 2022 DTNA presented to NHTSA investigative details as to the TPMS's system changes made in production to improve the systems signal strength and display of tire information to the driver.

In March of 2022, DTNA issued Field Service Campaign SF644 to remedy the complainant descriptions of the issues with the early generation of the TPMS. DTNA considered that the issue may not meet some customers' expectations and in the vein of customer satisfaction decided to perform a field service campaign to correct customer concerns.

In spring 2022, we received notification of SF644, and took our RV to Doggett Freightliner in El Paso, TX for repair under the recall. Upon picking up the RV, we were told that the recall had been completed and no paperwork was necessary.

In May 2022 we were notified of FL917-A FCCC CHASSIS REAR PDM recall. On July 18, 2022, DTNA issued FL935-B: FCCC XC VALOR TIRE PRESSURE MONITORING SYSTEM. On August 30, 2022, we took our RV to Doggett Freightliner in El Paso, TX to have both recalls performed. Unfortunately, we were again provided no paperwork for these recalls. We were simply told by the facility Assistant Service Manager, Amador Martinez, that the recalls had been completed and no paperwork was necessary.

On December 3, 2022, the DEF system in the RV failed. On December 5, 2022, the RV was taken to Doggett Freightliner for warranty repair. Upon arrival, I explained the DEF head/check engine light problem to the service technician. I also explained that the TPMS was not working properly, and that Doggett had claimed to have performed the TPMS recall work on 8/30/2022 when the RV had been brought in for the PDM and TPMS recalls. I explained that I had sent both recalls in prior to bringing the RV in to ensure parts were ordered and on-hand when I arrived. I brought the RV in only after being called by the Service Manager and told the parts were waiting. When I picked up the RV, I was given no paperwork for these recall repairs. I was told there was no paperwork necessary and was only given a verbal confirmation that both recalls were completed.

While performing the arrival inspection on December 5th, 2022, the technician noted, while I was present, that the TPMS system alarmed immediately upon starting the vehicle. She said that her code reader was not working but "the guys would check it out" and they would call me by the next day. After

not receiving a call the following day, I phoned on December 7th requesting a status of my repair. I was told that my RV had been moved to the "main shop" but had not been looked at.

Sometime around mid-day on December 7th, 2022, I received a call from the Service Center. I was told the RV was "fixed" and being road tested. I asked if the TPMS errors were fixed and was told that no work was done on the TPMS system. I stated that I had brought the RV in for two issues: DEF Head failure codes and the TPMS system alarm and still not working. I was told "it might not be done today if you need us to look at the TPMS". I agreed.

After again receiving no response, I phoned at 1:55 PM on Thursday, December 8, 2022, and asked for the status of my RV. I was told I would have to wait for a call back. I received a call back at 2:08 PM. I was told that the DEF head "recall" work was done but the TPMS recall was not performed, and parts may not be available. I stated that the TPMS recall work was supposed to have been done by Doggett on 8/30/2022 but I had been given no paperwork. After fumbling around with her story, the service clerk said that the TPMS recall had not been done and I needed to bring the RV back. I asked specifically what recalls & repairs had been done on my RV since I had never received any paperwork for any of the multiple warranty/recall repair trips the RV had made to Doggett in El Paso. The service clerk proceeded to read Cummins Technical Service Bulletin: TSB210187 to me over the phone. I said: I would like written copies of ALL work performed by Doggett Freightliner on my RV since it was purchased in October 2020. There have been no less than 4 repair visits since that time. I stated I was on my way, but it was an 80-mile drive and I would not arrive until sometime after 5 PM. I was told that the main building closed at 5PM but the paperwork for my RV would be taken to the express service center along with my keys for my pickup later that evening. Upon arrival at Doggett at 5:18 PM I was told by the Express Service technician that he neither had the keys nor any paperwork for my RV.

On December 9th, 2022, I contacted Amador Martinez, assistant Service Manager in writing. I received the following response:

Afternoon sir,

Attached are the recalls performed on your RV as we have them documented in our warranty profile(OWL for Freightliner chassis only). TRP Campaign(Cummins) RP2490 Def Header bypass was done as a temporary due to not having parts available, we have order header and will have an accurate date on when we should have them in our parts department. Also have order parts for the FL935-B tire pressure recall as well as all parts for a full pm service you requested.

Again sir my sincerest apologies for not relaying this information to you in person. I will call you once we have all parts so you can bring your RV at your convenience so we can get all done in a timely manner.

Thank you,

Amador Martinez | Assist.Service Manager

Doggett Freightliner of South Texas and Arkansas

Absent from the list of recalls were the two TPMS recalls. At this point, I realized that we had been lied to multiple times by the staff at Doggett Freightliner and none of the TPMS recall work had ever been performed. I began communicating with Doggett Freightliner in writing.



On December 23, 2022, I received the following email:

Good morning and happy holidays,

Just to let you know we have all parts in our inventory to repair your RV please advise at your convenience on bringing in unit to our facility for repairs.

Thank you,

Amador Martinez | Assist. Service Manager
Doggett Freightliner of South Texas and Arkansas

Upon our return from the holidays, in January 2023, I returned the RV to Doggett Freightliner to have the DEF system repair completed as well as FL935-B.

When I picked up the RV, I was verbally informed that a Tire Sensor calibration tool had to be ordered for the completion of FL935-B and I would receive a call as soon as the tool was available. The call never came.

In October 2023, I emailed Amador Martinez and inquired as to the status of the parts for the TPMS sensor repair that was incomplete since January. I received no response to my email. I began phoning Doggett Freightliner requesting an update on the status of parts. The receptionist always promised a return call, and a return call never came.

As documented in my NHTSA complaint 11565536, the TPMS system alarmed for high temperature throughout the entirety of a 3600-mile trip in December 2023. After returning from that trip in January 2024, I again attempted to contact Doggett Freightliner for status of the completion of the TPMS recall.

Finally, out of desperation, I filed a complaint with the NHTSA on January 15, 2024.

On January 22, 2024, I was contacted by both Newmar and DTNA Freightliner corporate and told to return the RV to Doggett for completion of the TPMS recall. Upon returning the RV to Doggett, I was instructed to call DTNA Freightliner corporate, and they would ensure the TPMS recall work was properly completed.

On January 24, 2024, I contacted Roger Gomez, General Manager of Doggett Freightliner and provided him with a copy of NHTSA complaint 11565535, along with the multi-year history of my efforts to have the TPMS recall completed by Doggett Freightliner. Roger had Luis Montemayor, Service Manager, contact me to arrange a time to bring the RV in. Per agreement with Luis Montemayor, I delivered the RV to Doggett on February 12, 2024. I was informed at that time that three of the FL935-B recall kits were in stock.

On February 15th I contacted Luis Montemayor and Roger Gomez and requested an update and time of completion of the TPMS recall. I received the following responses:

*Good afternoon [REDACTED] we programmed the monitores pressure module as per the recall, but the tire pressure monitor module took the program, but
The module stayed on boot mode, we order one module yesterday, but it did not arrive today, we should see this module tomorrow and we will install it,
I will keep you posted sir.
Thank you
Sent from my iPhone*

Good afternoon M [REDACTED] here is an update of your unit in our shop. The recalls have been performed, however there was an issue with the tire pressure module, it required replacement. The part came in late today, we will continue with it tomorrow. I will let you know once it is completed. Let me know if you have any questions.

Luis Aguilar | Lead Shop Foreman
Doggett Freightliner of South Texas and Arkansas

On February 16th, 2024, I received a call from Luis Aguilar, Lead Shop Foreman, informing me that a Tire Sensor Calibration tool had to be ordered from Freightliner (*again*) and was on back order and would not be available until after February 23, 2024. I drove 160 miles round trip and picked up my RV again.

Due to the all-electric nature of the RV, it cannot be disconnected from shore power for any appreciable length of time without causing irreversible damage to the 8 House batteries, which have a total replacement cost of over \$4000. While the RV does have a back-up diesel generator with an auto-start/auto-charge function, the generator auto-start is automatically disabled if manually shut down or the chassis engine is started. Once the generator auto-charge is disabled by technicians working on the RV, there is approximately 48 hours before the batteries start being damaged to due over discharge.

On February 26, 2024, I received a call from DTNA Freightliner corporate informing me that the Tire Sensor Calibration tool had been delivered to Doggett Freightliner. On February 27, 2024, I again drove 80 miles to Doggett Freightliner. The calibration process was supposed to be performed while I waited. I was informed that afternoon that the Tire Sensor Calibration tool was not connecting to the Tire Pressure Sensors, and I would have to leave the RV. I drove the tow-car I brought with me 80 miles home.

On February 29, 2024, I was informed by DTNA Freightliner Corporate that all 6 Tire Pressure Sensor monitors had failed and all new sensors would have to be ordered, the wheels removed, the tires removed from the wheels, replacement sensors mounted, and the tires and wheels reassembled and reinstalled.

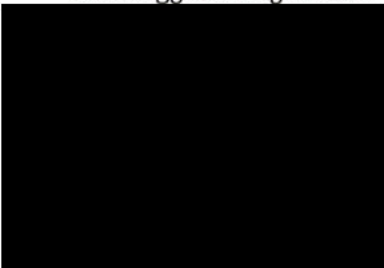
On March 1, 2024, the new TPMS sensors were confirmed delivered to Doggett Freightliner in El Paso, TX. On March, 4, 2024 I asked for a time of completion for the TPMS recall. I received the following Text message from Luis Aguilar:

Yes sir, we do have the parts. We reached out to FCC for policy assistance with the repair since it is out of warranty I, waiting for a response from them

At 2:21 PM MST, March 4, 2024, I contacted DTNA Freightliner Corporate with the information that Doggett has reached out to them due to the system being out of warranty.

At 2:49 PM MST, March 4, 2024, I contacted Newmar after-hours support to inform them that the TPMS recall on my RV was not complete due to now being out of warranty.

At this point, it has been 3 years and 5 months since I purchased this RV with a factory safety defect. The TPMS system has never worked since the day the RV was manufactured. The system routinely flashes safety alarm warnings and alarms while the vehicle is under operation creating a constant driving hazard. I have personally traveled 3600 miles to Newmar and over 800 miles in round trips to Doggett Freightliner attempting to get this safety recall performed. I have been lied to so frequently by the employees at Doggett Freightliner that I have to call DTNA Freightliner corporate to verify everything I'm told by the employees of Doggett. The batteries in the coach have undoubtedly suffered permanent damage from severe over discharge due to having sat for weeks at Doggett, and it now appears that I am expected to pay for out-of-warranty repairs on a system with a documented safety recall on a serial defect that has existed since the date of vehicle manufacture, and that the authorized Freightliner dealer has lied about repairing for over 2 years.

By this letter, I am requesting that the NHTSA open a formal enforcement investigation into this matter with Newmar Corporation, its Corporate Parent Winnebago Industries, Daimler Trucks North America, and Doggett Freightliner. These irresponsible actors need to be held to account for their recalcitrance
 addressing a serious manufacturing safety defect.

Cc:

Casey Tubman President, Newmar Corporation.

Michael Happe, CEO, Winnebago Industries.

John O'Leary, CEO, Daimler Truck North America

Leslie Doggett, Executive Chairman Doggett Industries

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FOREVER/USA

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