From:	Ron Stichter
To:	Schuler, Kelly (NHTSA)
Cc:	Ron Stichter
Subject:	RE: Newmar recall 12V-203 update 8/20/12
Date:	Wednesday, August 22, 2012 4:32:38 PM

Kelly,

Good afternoon. Newmar Service has now made multiple phone contacts with both of the two customers identified for this recall and we also conferenced Dexter representatives in with our staff on those calls. It was discovered that in both situations, the Dexter brake actuator that is currently installed in each one of these two units is not involved in the Dexter recall. Newmar had offered this Dexter brake actuator as an option which was very seldom used on our products. When Dexter advised us of the recall, Newmar had identified these two units as being the only ones built with the actuator option in the timeframe that Dexter identified as a concern. Because this is an optional component and seldom used, we have not been in the habit of recording the serial numbers for the Dexter actuators in our permanent records. Since we did know that both units had this option but we did not know the specific serial numbers of the actuators actually installed, we assumed therefore that since these two units were built in this timeframe that they were included in the recall and that is why they were reported in our 573 filing. When we contacted the customers this week and went to schedule the repair work, Dexter asked the customers to verify the serial numbers of the actuators actually installed in their units and based on the serial numbers reported by the customers, Dexter has advised Newmar that nether one is covered by the recall. The serial numbers of the Dexter actuator reported by the customers is as follows:

Newmar unit 200520 has actuator serial number DTS13148

Newmar unit 705034 has actuator serial number DTS12854

In light of this new information, it does not appear that any further remedy action is necessary on any known Newmar products. I am looking for your direction as to how to close out this situation based on this development. Do we file a quarterly report showing both as completed or is no report necessary or is there some other step that I still need to take? I look forward to your direction as to how best to proceed. Thank you

Ron Stichter
V.P. of Engineering
Newmar Corporation

From: Kelly.Schuler@dot.gov [mailto:Kelly.Schuler@dot.gov]
Sent: Monday, August 20, 2012 3:06 PM
To: Ron Stichter
Subject: RE: Newmar recall 12V-203 update 8/20/12

Ron,

If you have any issues arise that will hinder Newmar from repairing these units, please contact me immediately. Thank you for your attention to this matter.

Kelly Schuler
Safety Recall Specialist
Recall Management Division
Office of Defects Investigation
Enforcement
(202) 366-5227

From: Ron Stichter [mailto:RSTICHTER@newmarcorp.com]
Sent: Monday, August 20, 2012 2:53 PM
To: Schuler, Kelly (NHTSA)
Cc: Ron Stichter
Subject: Newmar recall 12V-203 update 8/20/12

Kelly,

Good afternoon. As we discussed on the phone a few minutes ago, Newmar only has two units that are affected by this recall and Newmar Customer Service contacted both of these customers directly by phone this morning at my request to inform them of the recall and to try to expedite the repairs by Dexter. We were able to speak directly with both of the customers involved this morning so both are now aware of the recall. We were already able to make arrangements with the customer owning unit 200520 to take his unit to one of our dealerships next week to have the recall work completed. With regard to the second unit, 705034, we spoke this morning with the customer's wife and we are waiting on a return call from her husband in order to schedule the recall work on their unit. I understood from your direction on the phone that since we have already contacted both customers directly, it will not be necessary for us to submit a customer letter for this recall. As requested, we will file a quarterly report when both units are done to document that this process has been completed. Thank you.

Ron Stichter
V.P. of Engineering
Newmar Corporation

From: Kelly.Schuler@dot.gov [mailto:Kelly.Schuler@dot.gov]
Sent: Friday, August 17, 2012 12:28 PM
To: Ron Stichter
Subject: RE: Newmar recalls

Ron,

Attached is the 573 report and a copy of the acknowledgement letter for 12V-203 that was sent to Newmar containing instructions to submit a draft owner letter.

Per your request, I've reviewed all Newmar's recalls currently active and did not find any additional missing or omitted documentation.

Please let me know if you need anything thing else to conclude this issue.

Thank you.

Kelly Schuler
Safety Recall Specialist
Recall Management Division
Office of Defects Investigation
Enforcement
(202) 366-5227

From: Ron Stichter [mailto:RSTICHTER@newmarcorp.com]
Sent: Friday, August 17, 2012 12:15 PM
To: Schuler, Kelly (NHTSA)
Cc: Ron Stichter
Subject: Newmar recalls

Kelly,

Good afternoon. Following up on the phone message you left this morning and our discussion a few minutes ago, I was not aware that Newmar had not filed all of the necessary paperwork for this Dexter Axle recall situation and I have not personally had any conversation with you previously about this matter. If you can provide me with the recall number and a copy of Newmar's 573 filing I will try to track it down right away and get to the bottom of this for you. It would also be helpful for me to know if there are any other similar situations where Newmar has not provided you with any required documentation as I am not aware of any other outstanding situations at this time. I apologize for the inconvenience to you in these matters. It is Newmar's intent to always be current on these situations and I want to assure you that any delinquency that we are experiencing is related only to the personnel issues that we had to deal with and is not reflective of Newmar's corporate view of our responsibilities. We will make every possible effort to get any remaining items cleaned up as soon as possible and re-initiate an appropriate process going forward. Thank you.

Ron Stichter
V.P. of Engineering
Newmar Corporation

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