

April 25, 2012

Subject: Voluntary Se-Gi Vent Window Recall (NHTSA Campaign No. 12V-056)

Dear _____:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Newell Coach has decided that a defect that relates to motor vehicle safety exists in certain 2005 through 2010 motor coaches (VIN numbers ending in 716 through 1407) manufactured from January 2004 through July 2009, equipped with Se-Gi windows. The defective windows may have also been installed as replacement equipment in various 2003-2011 models.

Why a voluntary recall is being conducted: On certain coaches the opening glass “vent” window

portion of one or more side windows manufactured by Se-Gi Products Inc. can separate or “debond” from the hinge and the glass portion can fall out of the coach, while the vehicle is in motion. This can cause injury or death if the window strikes a pedestrian or another vehicle. The vent window can also fall out while the coach is parked, causing injury if it falls on a person.

This issue involves only the opening, vent portions of the side windows. The fixed, non-opening areas of the windows are not involved.

We will inspect all vent windows of potentially affected motor coaches and identify any defective windows. If your motor coach has one or more vent windows that are defective, we will confirm the specifications of the windows and order and install replacement windows from Se-Gi Products at no charge to you. Se-Gi has indicated that it will manufacture and ship replacement windows within 30-days of our order.

What you should do if you still own the vehicle: Please contact Newell Coach at 1-888-363-9355, as soon as possible to schedule an inspection and, if necessary, order and install replacement windows. The inspection and replacement installation will be performed in our factory service facility, or we can arrange for this to occur at your location. The inspection process should take approximately 30 minutes to complete. If a replacement is required, the correct part will be ordered from Se-Gi. In this case, the replacement can be installed in our facility or if you prefer we can coordinate the installation to be performed at a facility convenient to you. This recall will be performed without charge to you.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

What you should do if you no longer own the vehicle: If you have sold or traded your motor coach, please call Newell Coach at 1-888-363-9355.

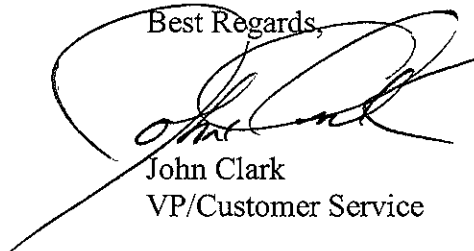
If you have further questions or concerns: Please contact Newell Coach at 1-888-363-9355.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Newell Coach at 1-888-363-9355.

If you are unable to have the safety related defect remedied without charge, and within a reasonable time, you may notify: the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 (or call 1-888-327-4236); (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this may cause. If you need assistance, or if you have questions, please call the undersigned, Jim Gering, or Tommy Key at 1-888-363-9355.

Best Regards,

A handwritten signature in black ink, appearing to read 'John Clark', is written over a large, stylized circular flourish. The signature is positioned above the printed name and title.

John Clark
VP/Customer Service