

# Nu Wa Industries letter head

## Sample customer letter

March 7, 2012

PRODUCT SAFETY BULLETIN 2012-1  
NHTSA recall number 12V-082

Customer's name & address  
RV's 17 digit ID Number

Dear Customer:

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

**Reason for this bulletin:** Nu Wa Industries Inc. has decided that a defect which relates to motor vehicle safety exists in the Dexter Axle Company brake actuator that was factory installed on certain 2012 Champagne Edition and Discover America fifth wheel trailers with optional disc brakes. Dexter Axle Company is recalling certain electric/hydraulic (E/H) brake actuator pumps. Some of these pumps may not have been properly heat treated. This condition can cause premature wear of some critical components in these pumps which can render the unit inoperable.

Model number of the recalled actuator is K71-651-00 (E/H 1600 psi) with serial numbers DTS13805 to DTS14751.

**How can this be fixed?** Replacement of the Dexter Axle brake actuator is the fix.

**Who will pay for the replacement cost?** Dexter will ship a replacement brake actuator directly to your authorized RV Dealer and pay to have the replacement actuator installed at no charge. *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 Nu Wa at 1-800-835-0676, or e-mail: [safety@nuwa.com](mailto:safety@nuwa.com)*

**How long will the repair take?** Replacing the brake actuator should take 30 minutes or less.

**Who will perform this repair?** Your authorized RV Dealer will perform the repair for you.

**What part is needed and where do I get the part?** You will need to call Dexter Service and Warranty at 800-400-2164. Dexter Axle will coordinate replacing a recalled actuator with a RV repair service. Have the serial number of the brake actuator and your unit's serial number available if possible. A RV Service Center can assist in obtaining this information.

**What if I have sold this trailer?** If you do not currently own this trailer we request that you call Nu Wa at 800-835-0676, or e-mail us at [safety@nuwa.com](mailto:safety@nuwa.com) and provide us with the name and address (including e-mail address if you have it) of the person you sold the trailer to. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have any questions regarding this Product Safety Bulletin, please contact Nu Wa Industries Inc. at 800-835-0676 (extension 132) or via e-mail at [safety@nuwa.com](mailto:safety@nuwa.com). If after contacting us you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave SE., Washington, DC 20590 or call the toll-free Vehicle Hotline at 1-888-327-4236 (TTY: 1-800-427-9153); or go to <http://www.safercar.gov>.

Sincerely

Nu Wa Industries Inc.