



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN. # \_\_\_\_\_

Date: April 4, 2014  
Motor Vehicle Recall Notification - Recall Campaign # 14V-098

Dear Valued Customer:

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

### **REASON FOR THIS RECALL**

*Newmar Corporation has determined that a defect which relates to motor vehicle safety exists in specific motor homes.*

Following notification from Frigidaire Corporation, Newmar has determined that a potential hazard exists in certain motor homes. The affected motorhomes were equipped with Frigidaire KG series microwaves which have been determined by Frigidaire to have potentially defective keypads. *On certain vehicles equipped with Frigidaire KG series microwaves, a defect in the microwave oven keypad could cause the oven to activate without pressing any keys. This could result in excessive heat, smoke or possibly a fire. In the interim, consumers should unplug their microwave ovens, if possible. If the consumer is unable to unplug the microwave, they should leave the door ajar until the microwave is repaired.*

**These motor homes require immediate service. Continued use poses a potential safety hazard.**

### **The Safety Risk**

Frigidaire microwave KG series, have a possibility to start up on its own. The membrane that is behind the numbers especially (1, 2 & 3) is too sticky in some cases. When the door is closed the microwave will go on for up to three minutes and then shut off. It will not turn on again unless the door is reopened and closed again. *This could result in excessive heat, smoke or possibly a fire.* These motorhomes require immediate service. The microwaves on these motorhomes may have risk of personal injury or a vehicle crash.

### **WHAT WE WILL DO**

Newmar Corporation will provide owners of all affected motor homes a remedy for the potential defect at no charge for parts or labor. This remedy consists of replacing the defective keypad with a new keypad.

### **WHAT YOU NEED TO DO**

As this defect does affect motor vehicle safety, it is recommended that you contact the Newmar service department immediately at **1-800-731-8300**. An associate will assist you in making an appointment to have this repair done by an authorized Newmar Dealer or Service Center.

**Federal regulations require that any vehicle lessor receiving this recall notification must forward a copy of this notice to the lessee within ten days.**

*If you have had the repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy. For additional information contact Newmar Corporation at:*

**Service Department**  
Newmar Corporation  
355 N Delaware St  
Nappanee, IN 46550-0030

Newmar dealers are best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. HOWEVER, if you take your vehicle to your dealer on the scheduled date and the this condition is not remedied on that date or within five days; please contact the Newmar Corporation Customer Service Department at 1-800-731-8300. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own this vehicle, please furnish us the complete name and address of the person or dealership you sold or traded your vehicle to. Thank you for your cooperation.

Your safety and satisfaction with your Newmar product is important to us and we regret any inconvenience to you.

Sincerely,

Newmar Corporation

**RECALL CAMPAIGN NO. 14V-098**

COACH NUMBER:

VIN NUMBER:

DATE YOU RECEIVED THIS NOTICE: \_\_\_\_\_

DATE SET FOR REPAIR OF YOUR RECREATIONAL VEHICLE: \_\_\_\_\_

DATE REPAIR COMPLETED: \_\_\_\_\_

NAME OF SERVICE CENTER REPAIR  
WAS COMPLETED AT: \_\_\_\_\_

SERVICE CENTER ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

PLEASE MAIL A COPY OF THIS FORM TO NEWMAR CORPORATION UPON  
COMPLETION OF THIS REPAIR.

NEWMAR CORPORATION  
355 N DELAWARE ST  
P.O. BOX 30  
NAPPANEE, IN 46550-0030