

Part 573 Safety Recall Report

19V-379

Manufacturer Name : Newell Coach Corp.

Submission Date : NOV 12, 2019

NHTSA Recall No. : 19V-379

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Newell Coach Corp.

Address : 3900 North Main Street

Miami OK 74354

Company phone : 918-542-3344

Population :

Number of potentially involved : 89

Estimated percentage with defect : 20 %

Vehicle Information :

Vehicle 1 : 2017-2020 Newell Coach p50

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Research indicates the passenger side wiper arm link on some p50 coaches may be too short, which could result in the wiper arm assembly malfunctioning. This issue is a possibility in all p50 body style coaches. An inspection of available coaches reveals an approximate 20% occurrence rate of this condition. This issue does not present itself on previous body styles. Additionally, field inspections show that a component that reinforces the wiper spindle may not be welded properly, leading to a wiper alignment failure.

Production Dates : MAY 19, 2016 - SEP 18, 2019

VIN Range 1 : Begin : 1N9458X87H1011600 **End :** 1N9458X8XL1011689 Not sequential

Description of Defect :

Description of the Defect : The passenger side wiper arm linkage on some coaches may be too short. When the wiper motor arm is rotating through its motion, the shorter linkage may be forced upward to rotate above the wiper arm pivot position, instead of continuing to rotate below the wiper arm pivot. This could result in the wiper arm assembly rotating in the downward position, disabling the wiper from working properly, and limiting visibility through the passenger side of the windshield.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the wiper arm assembly malfunctions, the driver would not be able to properly squeegee the windshield on the passenger side, impairing vision and visibility to the passenger side mirror.

Description of the Cause : At this time, Newell believes that variance in the length of the wiper arm linkage as received from the vendor, and a failure to consistently make the proper adjustment at Newell Coach during assembly, has been the cause of this issue. An additional contributing cause is the lack of a proper weld in the metal bracket supporting the wiper spindle.

Identification of Any Warning that can Occur : There has been a reported “skipping” of the wiper arm prior to the linkage position malfunction.

Supplier Identification :

Component Manufacturer

Name : Boyd Metals

Address : 1027 Byers Ave.
Joplin MISSOURI 64802

Country : United States

Chronology :

Newell received a report from the driver of Coach 1673 who reported his “windshield wipers facing the wrong direction” on May 9th. Upon inspection at our facility, we determined that the length and alignment of the passenger side wiper linkage allowed the linkage to be forced above the wiper pivot, causing the overall wiper malfunction. On May 11th we received a call from coach 1652 that the driver has experienced a similar malfunction of the passenger side wiper arm while driving. Newell has not been able to perform an inspection on this coach, but based upon his description we believe it has the same failure mode.

On May 13th Newell conducted on quality meeting to review these occurrences. Newell conducted onsite audits of in production and post production coaches. Additionally, Newell conducted interviews with the production employee who installs the wiper linkage. Based upon the on-site audit, and a review of our installation procedures, we determined that the variance in wiper arm length creates the possibility of wiper failures on all p50 style coaches. The p50 body style coaches have a different wiper assembly geometry than former body styles.

On May 15th we determined that a possible safety defect existed in the wiper assemblies on all p50 body style coaches.

Description of Remedy :

Description of Remedy Program : Each coach will have the adjustment and alignment of the wiper linkage inspected for proper length and installation alignment. If adjustment or alignment is required, the wiper linkage will be adjusted or replaced with a new wiper linkage that has been properly adjusted and aligned. Additionally, each coach will be inspected for the presence of the proper weld reinforcement on the wiper spindle bracket.

The remedy will be performed at the Newell Coach Service Center in Oklahoma at no charge. For customers located in places where the Newell Coach Service Center is inconvenient, Newell will assist the customer in locating a service center in a more convenient location, and will cover the cost of the remedy provided by the service center. If the customer pays a service center out of pocket for the remedy, Newell Coach will reimburse the customer for the cost of the remedy. For a customer who prefers to service his own coach, Newell will provide the new components and installation instructions to the customer.

How Remedy Component Differs from Recalled Component : The wiper linkage component will remain the same, however, if required upon inspection, the wiper linkage will be properly adjusted and aligned to prevent the possibility of malfunction. If the wiper spindle bracket does not have the proper weld reinforcement, Newell will weld the bracket as required.

Identify How/When Recall Condition was Corrected in Production : Coaches still in production at Newell Coach have been audited and any requiring correction have had the proper adjustments to the wiper linkage or the bracket weld completed before delivery to the customer.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : JUN 21, 2019 - JUN 28, 2019

* NR - Not Reported