



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 9, 2020

Mr. Craig Cox  
Codes and Compliance Manager  
Newmar Corporation  
355 N Delaware Street  
Nappanee, IN 46550

NEF-150MR  
20V-509

**Subject:** Instrument Panel Display Does Not Dim/FMVSS 101

Dear Mr. Cox:

This letter serves to acknowledge Newmar Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

NEWMAR/DUTCH STAR/2019  
NEWMAR/ESSEX/2018-2019  
NEWMAR/LONDON AIRE/2019  
NEWMAR/MOUNTAIN AIRE/2019  
NEWMAR/NEW AIRE/2018-2019  
NEWMAR/VENTANA/2019

**Mfr's Report Date:** August 27, 2020

**NHTSA Campaign Number:** 20V-509

**Components:**

ELECTRICAL SYSTEM: SOFTWARE

**Potential Number of Units Affected:** 732

**Problem Description:**

Newmar Corporation (Newmar) is recalling certain 2018-2019 Essex and New Aire, 2019 Dutch Star, London Aire, Mountain Aire, and Ventana motorhomes. The instrument panel brightness cannot be adjusted, possibly causing glare when driving at night. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 101, "Control and Displays."

**Consequence:**

Glare can reduce the driver's visibility of the road, increasing the risk of a crash.

**Remedy:**

Newmar will notify owner, and dealers will update the software and processor, as necessary, free of charge. The recall is expected to begin October 25, 2020. Owners may contact Newmar customer service at 1-800-731-8300.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Newmar's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement