

Part 573 Safety Recall Report

20V-509

Manufacturer Name : Newmar Corporation

Submission Date : AUG 27, 2020

NHTSA Recall No. : 20V-509

Manufacturer Recall No. : 20V-485



Manufacturer Information :

Population :

Manufacturer Name : Newmar Corporation

Number of potentially involved : 732

Address : 355 North Delaware Street

Estimated percentage with defect : 100 %

PO Box 30 Nappanee IN 46550

Company phone : 574-773-7791

Vehicle Information :

Vehicle 1 : 2018-2019 Newmar Essex

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On certain motorhomes built on Freightliner Chassis, the instrument panel (IP) controller illumination may not meet the FMVSS 101 requirements. A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash. Vehicles will be inspected for software versions, and based on the software version, vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. Estimated time for repair is 0.5 hrs.

2018-2019 Essex=34

Production Dates : JAN 27, 2017 - MAY 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2018-2019 Newmar New Aire

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On certain motorhomes built on Freightliner Chassis, the instrument panel (IP) controller illumination may not meet the FMVSS 101 requirements. A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash. Vehicles will be inspected for software versions, and based on the software version, vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. Estimated time for repair is 0.5 hrs.
2018-2019 New Aire=303

Production Dates : JAN 27, 2017 - MAY 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2019 Newmar Dutch Star

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On certain motorhomes built on Freightliner Chassis, the instrument panel (IP) controller illumination may not meet the FMVSS 101 requirements. A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash. Vehicles will be inspected for software versions, and based on the software version, vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. Estimated time for repair is 0.5 hrs.
2019 Dutch Star=322

Production Dates : JAN 27, 2017 - MAY 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2019-2019 Newmar London Aire

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On certain motorhomes built on Freightliner Chassis, the instrument panel (IP) controller illumination may not meet the FMVSS 101 requirements. A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash. Vehicles will be inspected for software versions, and based on the software version, vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. Estimated time for repair is 0.5 hrs.
2019 London Aire=42

Production Dates : JAN 27, 2017 - MAY 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2019-2019 Newmar Mountain Aire

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On certain motorhomes built on Freightliner Chassis, the instrument panel (IP) controller illumination may not meet the FMVSS 101 requirements. A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash. Vehicles will be inspected for software versions, and based on the software version, vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. Estimated time for repair is 0.5 hrs.
2019 Mountain Aire=30

Production Dates : JAN 27, 2017 - MAY 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2019-2019 Newmar Ventana

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : On certain motorhomes built on Freightliner Chassis, the instrument panel (IP) controller illumination may not meet the FMVSS 101 requirements. A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash. Vehicles will be inspected for software versions, and based on the software version, vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. Estimated time for repair is 0.5 hrs.
2019 Ventana=1

Production Dates : JAN 27, 2017 - MAY 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : On certain motorhomes built on Freightliner Chassis, the instrument panel (IP) controller illumination may not meet the FMVSS 101 requirements. A display that does not dim to a level barely discernable as required in FMVSS 101, might create glare that could reduce certain driver's visibility of the road, thus increasing the risk of a crash. Vehicles will be inspected for software versions, and based on the software version, vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. Estimated time for repair is 0.5 hrs.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Daimler Trucks North America LLC

Address : P.O. Box 3849

Portland OREGON 97208

Country : United States

Chronology :

On 08/20/2020, DTNA notified Newmar of a safety defect, DTNA was made aware of 6 reports from the field, indicating potential customer concern

regarding instrument panel (IP) brightness. DTNA reviewed these reports and evaluated the issue, including potential non-compliance with FMVSS 101. Following that evaluation, in January 2019, DTNA reasonably determined, in good faith, that the IPs complied with FMVSS 101 and did not otherwise present a safety concern under applicable law. In June 2019, DTNA released a product improvement into production, allowing further dimming beyond that in existing IPs. At that time, DTNA reasonably affirmed its prior good faith analysis that the IPs complied with FMVSS 101 and did not otherwise present a safety concern.

May 2020, NHTSA requested additional information following more recent VOQ reports. DTNA promptly responded, and cooperated with the agency between May and July 2020. During this time, DTNA explained its

analysis of the issue, and the grounds for its analysis that the IPs complied with FMVSS 101 and did not otherwise present a safety concern. Appreciating customer and agency concerns, in mid-July 2020, DTNA proposed to a field software update as a field service campaign to address customer concerns. Shortly thereafter, DTNA further discussed this issue with the agency. Following all these discussions between DTNA and NHTSA, on August 10, 2020, NHTSA's Office of Vehicle Safety Compliance (OVSC) expressed its view to DTNA, in writing, of its interpretation that the adjustment increments for the IP brightness did not comply with FMVSS 101, 49 CFR 571.101, S5.3.2.2(b), and requested a non-compliance report under 49 CFR Part 573. While DTNA has consistently, and in good faith, reasonably determined compliance under FMVSS 101, including S5.3.2.2(b) of the standard, with great respect for NHTSA and the process, DTNA agreed to the agency's request, and decided to conduct a voluntary recall on August 14, 2020.

Description of Remedy :

Description of Remedy Program : Vehicles will inspected for software versions, and based on the software version vehicles will receive a software update in some cases the vehicle will receive a processor and software update. Repairs will be performed by Daimler Trucks North America authorized service facilities. At no cost to the customer.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : On or before October 25,2020, customer/dealers will be sent out.

Planned Dealer Notification Date : OCT 25, 2020 - OCT 25, 2020

Planned Owner Notification Date : OCT 25, 2020 - OCT 25, 2020

* NR - Not Reported