

Part 573 Safety Recall Report

23V-765

Manufacturer Name : Newell Coach Corp.**Submission Date :** JAN 04, 2024**NHTSA Recall No. :** 23V-765**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 : 4

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Newell Coach P50

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Our investigation indicates certain coaches built with the P50 body style, with coach vin numbers ending 1789 through 1792 contain a headlight installation error. This could cause a risk of accident by the low beam to illuminate to high into oncoming traffic.

Production Dates : AUG 15, 2023 - OCT 04, 2023

VIN Range 1 : Begin : 1N9458186R1011789 End : 1N9458186R1011792 Not sequential**Description of Defect :**

Description of the Defect : Low beam headlights installed incorrectly causing the beam to illuminate too high into oncoming traffic.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : Potentially causing oncoming traffic to experience light illumination similar to high beam experience which could lead to an accident, serious injury, or death.

Description of the Cause : Incorrect assembly during manufacturing.

Identification of Any Warning that can Occur : There are no warnings or indicators to the operator.

Involved Components :

Component Name 1 : Low beam headlight

Component Description : Low beam headlight

Component Part Number : NC #309420

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

11/9/2023 Newell Coach noticed a coach's headlights were illuminating much higher than normal in the distance. Newell immediately conducted a quality review and determined the installation of the headlights was incorrect on the orientation of the low beam headlight.

Description of Remedy :

Description of Remedy Program : THE REMEDY WILL BE PERFORMED AT NEWELL COACH SERVICE CENTER IN OKLAHOMA AT NO CHARGE. FOR CUSTOMERS LOCATED IN PLACES WHERE THE NEWELL COACH SERVICE CENTER IS INCONVENIENT, NEWLL WILL ASSIST THE CUSTOMER IN LOCATING A SERVICE CENTER IN A MORE CONVIENT 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 INSTRUCTIONS TO THE CUSTOMER.

How Remedy Component Differs from Recalled Component : REMEDY CONSISTS OF PULLING THE LOW BEAM HEADLIGHTS OUT OF THE BUCKET AND ADJUSTING THE ORIENTATION OF LIGHT IN BUCKET. AFTERWARDS ADJUST THE HEADLIGHT TO FOLLOW SAFETY REGULATIONS.

Identify How/When Recall Condition was Corrected in Production : COACH VIN ENDING WITH 1793 AND FORWARD HAVE THE PROPER ORIENTATION OF HEADLIGHT AND ALIGNMENT.

Recall Schedule :

Description of Recall Schedule : MAIL RECALL LETTERS, WE SELL DIRECTLY AND WE HAVE NO DEALERS TO NOTIFY.

Planned Dealer Notification Date : NOV 20, 2023 - NOV 30, 2023

Planned Owner Notification Date : NOV 20, 2023 - NOV 30, 2023

* NR - Not Reported