



01/17/2024

Defect and Noncompliance Information Report

Newmar Corporation discovered a potential non-compliance relating to motor vehicle safety that may exist in the vehicles listed below. Newmar Corporation is furnishing notification to the National Highway Traffic Safety Administration pursuant to 49 U.S.C. Chapter 301 and 49 CFR Part 573.6.

Newmar Corporation's Recall Service Bulletin number is 608 RSB.

Final Stage Vehicle Manufacturer

Newmar Corporation
355 N Delaware St.
Nappanee, IN 46550-0030

Inquiries should be directed to:

Rodney Newcomer
Codes and Compliance Manager
Newmar Corporation
355 N. Delaware St.
Nappanee, IN 46550-0030
Phone: (574) 773-7791
Fax: (574) 773-2007

Identification of Vehicles

The vehicle models involved in this recall are:

- 2022-2023 Dutch Star Class A motorhomes.
- 2022-2023 Mountain Aire Class A motorhomes.
- 2022-2023 London Aire Class A motorhomes.
- 2022-2023 Essex Class A motorhomes.
- 2016 London Aire Class A motorhome (New seat installed in service included in population list)

These vehicles were built between 4/19/2022 and 7/26/2023.

Comprehensive Vehicle Population

The total number of vehicles included in this campaign is 160.

Effected Population Assessment

100% of the vehicles identified above may contain defective equipment.

Defect Description:

Newmar Corporation Service Department was made aware of 2022 Dutch Star Captain Chair Pedestal manufactured by Villa International that had the welds break at the pedestal to base plate connection. The weld breaking would bring the seat out of compliance with FMVSS 207 and 210.

Safety Risk:

The improper weld from the seat pedestal to base plate not meeting FMVSS 207/210 requirements could fail in an accident which could increase the risk of an injury.

Cause:

A improper weld of the seat pedestal to the base plate at the time of manufacture of the seat assembly at Villa International and failure to see improper weld prior to shipping seat assembly for use.

Principle Event Chronology

On December 15, 2023 Newmar Customer Service was made aware of a driver seat pedestal breaking on a 2022 Dutch Star Class A Motorhome. A supplier corrective action report was created and sent to Villa International for investigation.

On December 20, 2023 Villa International responded back to Newmar indicating they were investigating to gather the batch and time frame the seat pedestal was manufactured. Villa International also indicated they contacted the customer with the defective seat and instructed them to take the motorhome to their dealer and a new seat pedestal would be installed. The defective seat pedestal would then be shipped back to Villa International to inspect and gather the manufactured information from a sticker installed on the finished pedestal with manufactured dates.

On December 22, 2023 Villa International was able to determine the pedestal lot number giving them a total of 35 possible seat pedestal assemblies that would have been manufactured and shipped to Newmar Corporation from 4/19/2022 through 7/19/2022.

On December 27, 2023 a conference call with Villa International was held with Newmar Corporation Engineering to discuss the seat pedestal failure, steps to prevent this happening in the future.

On January 11, 2024 Newmar Corporation received via e-mail a official recall notification letter dated 1/10/2024 from Villa International, NHSTA #23E-098.

On January 17, 2024 Newmar Corporation is also filing a recall for the improper seat pedestal weld to go along with the Villa International recall filing to ensure all motorhome owners/dealers that may be impacted by this improper seat pedestal weld are notified.

Newmar Corporation is not aware of any property damage, injury, or death, in vehicles manufactured by Newmar Corporation, attributed directly or indirectly to this non-compliance.

At the time of this letter Newmar Corporation has received one customer complaint/warranty claim for this recall.

Defect Remedy Program

Villa International will be conducting this recall in its entirety. Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized service facility to have the seat pedestal inspected for proper welds and if found to have improper welds a new seat pedestal will be installed to bring the seat into compliance with FMVSS 207/210 requirements. All repairs will be at no cost to the customer.

If the customer has had the repair performed before receiving this letter, they 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
Phone – 1-800-731-8300**

Distributed Notices and Other Communications

Owner and dealer letters will be sent out on or before 01/31/2024

This report prepared by:
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Newmar Corporation