



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 5, 2020

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

NEF-150MR  
20V-594

**Subject:** Front Leveling Jacks May Fail

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/2021  
NEWMAR/ESSEX/2021  
NEWMAR/LONDON AIRE/2021  
NEWMAR/MOUNTAIN AIRE/2021

**Mfr's Report Date:** September 29, 2020

**NHTSA Campaign Number:** 20V-594

**Components:**

EQUIPMENT:ELECTRICAL:JACK

**Potential Number of Units Affected:** 48

**Problem Description:**

Newmar Corporation (Newmar) is recalling certain 2021 Essex, Dutch Star, Mountain Aire, and London Aire motorhomes. The front leveling jacks may not be fastened correctly to the chassis, possibly causing the jacks to fail to support the weight of the motorhome.

**Consequence:**

If the front jacks fail, an unexpected drop can occur, increasing the risk of an injury.

**Remedy:**

Newmar will notify owners, and dealers will inspect and repair the leveling jacks as necessary, free of charge. The recall is expected to begin November 28, 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).

Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

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. We look forward to working with you.

Sincerely,



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