



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 12, 2021

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

NEF-107MR
21V-571

Subject: Window Adhesive Failure

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/BAY STAR/2019-2021
NEWMAR/CANYON STAR/2019-2020
NEWMAR/DUTCH STAR/2018-2021
NEWMAR/ESSEX/2019-2020
NEWMAR/KING AIRE/2019-2020
NEWMAR/KOUNTRY STAR/2020
NEWMAR/LONDON AIRE/2019-2020
NEWMAR/MOUNTAIN AIRE/2019-2020
NEWMAR/NEW AIRE/2019-2021
NEWMAR/VENTANA/2019-2021
NEWMAR/VENTANA LE/2019

Mfr's Report Date: July 27, 2021

NHTSA Campaign Number: 21V-571

Components:

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER
STRUCTURE

Potential Number of Units Affected: 2,169

Problem Description:

Newmar Corporation (Newmar) is recalling certain 2019-2021 Bay Star, Ventana, New Aire, 2019-2020 Canyon Star, Bay Star Sport, Essex, King Aire, London Aire, Mountain Aire, 2018-2021 Dutch Star, 2020 Kountry Star, and 2019 Ventana LE recreational vehicles. The adhesive that bonds the vented portion of the window may fail.

Consequence:

Adhesive failure may cause the vent portion of the window to detach, increasing the risk of a crash or injury.

Remedy:

Dealers will inspect the windows, and replace the vent if necessary, free of charge. Owner notification letters are expected to be mailed September 25, 2021. Owners may contact Newmar customer service at 1-800-731-8300. Newmar's number for this recall is 21E 047.

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.nhtsa.gov.

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

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:

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.

Newmar Corporation's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement