



## **IMPORTANT SAFETY RECALL**

**NHTSA RECALL NO. 23E098**

**DATE:**

**Dear (owner)**

This letter was sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Villa International has decided that certain Newmar Corporation motor-homes equipped with Villa driver and passenger seating fail to conform to Federal Motor Vehicle Safety Standard NO. 207, "seating systems".

According to our vehicle information, your motor-home has been identified as being on the affected vehicle recall list.

The Villa seats affected were fabricated and delivered to Newmar Corporation from April 19 2022 through July 19 2022. These seats were installed in Newmar Dutch Star, London Aire, Mountain Aire, and Essex.

The defect concerns the seat pedestal that mounts to the vehicle floor. The attached drawing #100025 shows the defective pedestal without the weld bead and the correct pedestal with the weld bead. The pedestal incorrectly welded could fail in the event of a crash increasing the risk of injury.

The recall remedy is to inspect for the incorrect pedestal weld of the can to the mounting plate among the vehicles determined to be affected. The repair of vehicle seats found to have the defective pedestal will be to replace the defective pedestal with a new one.

Please contact your Newmar dealer as soon as possible to arrange an inspection date for your vehicle. Inspection photos of the pedestal weld areas per the attached drawings can also be sent to Villa to determine if the recall repair will be required. The pedestal inspection photos can be sent to [jim@villainternational.com](mailto:jim@villainternational.com).

The instructions for the correction have been sent to your dealer and the proper replacement parts will be available.

The necessary time to inspect for the defective pedestal would be less than 5 minutes.

Replacement of the pedestal will take approximately one hour. The inspection and replacement pedestal will be done free of charge.

Your dealer is best equipped to provide the service and ensure that your vehicle is corrected properly. If your dealer fails to correct the defect on the agreed service date and or within seven (7) days of the service date, please contact Villa International at 1-888-707-7272 or Newmar customer service.

The enclosed form identifies your motor-home on the affected vehicle list. Present this form to your motor-home dealer as it will serve as the authorization and claim form to have the correction made. If the affected vehicle has been traded or sold or cannot have the inspection /repair service performed, please notify Villa International by completing the enclosed reply form and returning it promptly. *(Federal law requires that any vehicle lesser receiving this recall notice must forward a copy to the lessee within ten days.)*



In the event that after contacting the dealer, Villa International, and vehicle manufacturer and you are unable to have this safety defect corrected within a reasonable time and without charge, please contact by writing the Administer, National Highway Traffic Safety Administration, 400 Seventh street , SW, Washington, DC 20590 or call 1-888-327-4236.

The enclosed owner reply form identifies the affected vehicle for this recall. Presenting this form to your dealer will assist in completing the necessary correction in the shortest possible time. If you have traded or sold this vehicle please complete the reply form and return it to Villa International.

Please note that you may be entitled to reimbursement for pre-notification of issues if proper documentation can be produced. (reference 49 CFR part 577.13) Please contact Villa International at 1-888-707-7272 to request reimbursement for any repairs performed on Villa seating on the affected vehicle prior to this notification.

We at Villa International are sorry to have caused this inconvenience at this time. We have taken this action to ensure your safety and for your continued satisfaction with our seating products.

Sincerely,

JG Mariel

Villa International



**CUSTOMER NOTIFICATION  
/ DEALER CLAIM FORM**

**NHTSA Recall Campaign**

**VILLA Driver & Passenger ABTS**

Description of Parts Replaced, if Component, Record Brand Name, Model and Serial Number	Dealer Cost for Non Refundable Part	Description of Services Performed	Labor OP#	Time or Flat Rate	Labor Cost
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Dealer/Service Center name & address:

Claim must be submitted within 15 days after completion of work.  
Return Claim Form WITH any Returnable Part, if Required.

I confirm the performance of the above work and accept is as  
being satisfactory.

Dealer Signature

Date

Customer Signature

Date

\_\_\_\_/\_\_\_\_/2024

Customer Name

Customer Address

Customer City, STATE, ZIP

INSPECTED OR REPAIRED VEHICLE VIN#

Villa driver seat label information ord# \_\_\_\_\_ Seat part # \_\_\_\_\_

Villa passenger seat label information ord# \_\_\_\_\_ Seat part # \_\_\_\_\_

NOTE: Please return a copy of this form to:  
Villa International 4733 Eastland DR. Elkhart IN 46516  
Or email jim@villainternational



**RECALL NOTIFICATION RETURN FORM**

**Please complete this form if the recalled vehicle was sold, transferred, inspected, and/or repaired.**  
 Return this form to Villa International, 4733 Eastland Dr. Elkhart, IN. 46516., Fax 574 389 9393, attn: jgm. or Email jim@villainternational.com

**SECTION 1**

This vehicle has been inspected and/or repaired at an authorized dealership.  
 Vehicle manufacturer \_\_\_\_\_ Vehicle year \_\_\_\_\_  
 On \_\_\_\_\_ 20\_\_\_\_ the vehicle identified above was inspected and/or repaired by:  
 Dealer \_\_\_\_\_ in (City, State) \_\_\_\_\_  
 Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Villa driver seat label information (in rear pocket) ord# \_\_\_\_\_ Seat part # \_\_\_\_\_ Inspected \_\_\_\_\_ Repaired \_\_\_\_\_  
 Villa passenger seat label information ord# \_\_\_\_\_ Seat part # \_\_\_\_\_ Inspected \_\_\_\_\_ Repaired \_\_\_\_\_

**SECTION 2**

I no longer own the vehicle described above. It has been transferred on \_\_\_\_\_ (Date).  
 TO, Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State: \_\_\_\_\_

**SECTION 3**

I was unable to have the Recall Service Performed. On \_\_\_\_\_ 20 \_\_\_\_\_ I took the vehicle  
 Identified below to (Dealer) \_\_\_\_\_ in (City, State) \_\_\_\_\_  
 but was unable to have the Recall Service performed because:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Phone No. ( ) \_\_\_\_\_ Owner Signature \_\_\_\_\_

**SECTION 4**

I do not possess the vehicle Identified above for the following reason.  
 Destroyed/Totaled  
 Stolen  
 Exported

