



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN. # _____

Name

Address

City, State Zip code

Date: 04/19/2023

Motor Vehicle Recall Notification - Recall Campaign No. 23V-138

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 Bay Star, Bay Star Sport and Canyon Star Class A motorhomes.

The Lippert Components entry door with a Global Link latch system may fail and not allow entry or exit from the motorhome.

These motorhomes require immediate service. Continued use poses a potential safety hazard.

The Safety Risk

An entry door that can't be opened could increase the risk of injury in an emergency.

WHAT WE WILL DO

Newmar Corp. will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. Newmar Corp. will replace the faulty door latch system with a new latch system. This repair is expected to take approximately 1 hour for inspection and replacement of the latch system. However, due to some service scheduling times, the service center may need your vehicle for a longer period.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you call Newmar service department immediately at **1-800-731-8300**. An associate will assist you in making an appointment to have this repair completed.

Federal regulations require that any vehicle lessor receiving this recall notification must forward a copy of this notice to the lessee within ten days.

If you have had the repair performed before receiving this letter, you 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

Newmar dealers are best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. HOWEVER, if you take your vehicle to your dealer on the scheduled date and this condition is not remedied on that date or within five days; please contact the Newmar Corporation Customer Service Department at 1-800-731-8300. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own this vehicle, please furnish us the complete name, phone number, e-mail and physical address of the person or dealership you sold or traded your vehicle to. Thank you for your cooperation.

Your safety and satisfaction with your Newmar product is important to us and we regret any inconvenience to you.

Sincerely,

Newmar Corporation