

March 2018
SF564AB

Subject: Newmar Motorhome Headlights

Models Affected: Specific Newmar Corporation Dutch Star, Essex, London Aire, Ventana, and Ventana LE motorhomes manufactured May 24, 2016, through January 16, 2018, built with certain Freightliner Custom Chassis motorhome chassis manufactured November 24, 2010, through December 4, 2017.

General Information

On behalf of Newmar Corporation, Daimler Trucks North America LLC, is initiating Field Service Campaign SF564 to modify the vehicles mentioned above.

On certain Newmar motorhomes, only the high beam bulbs illuminate when both the high and low beam bulbs should illuminate together.

The software controlling the headlights will be updated.

There are approximately 1,350 vehicles involved.

Additional Repairs

Dealers must complete all outstanding field service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR261).

Replacement Parts

No parts are required for this campaign. Software will be updated.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF564, a list of the customers and vehicle identification numbers will be available on DTNACconnect.

Removed Parts

U. S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF564AB	Update RVM parameters	0.5	996-F007A	12-Repair Recall/Campaign

Table 1

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IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF564-A or SF564-B**).
- In the Primary Failed Part field, enter **25-SF564-000**.
- No parts are required for this campaign.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 39-6010A for 0.4 hours.
- The VMRS Component Code is **003-006-008** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **CONTINUE UNTIL FURTHER NOTICE**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACconnect.

IMPORTANT: OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resalable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACconnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

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Owner Notification

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Newmar has notified vehicle owners directly.

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Recreational Vehicle Module (RVM) Parameter Refresh

1. Inspect the base label (Form WAR259) for a completion sticker for SF564 (Form WAR261). If a sticker is present for campaign SF564, no work is needed. If there is no sticker, continue with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Connect an RP1210B compliant vehicle diagnostic adaptor to the laptop and the vehicle diagnostic port.
4. Turn the ignition switch to the "ON" position.
5. Open ServiceLink®. The vehicle identification number (VIN) will automatically appear. If it does not, select "Retry."

If the VIN still does not appear, check the adaptor connection settings. For instructions, select "Help" in ServiceLink.

Once the settings have been verified, type in the VIN.

6. Select the "Bulkhead Module" icon.
7. Select the "Features" tab. ServiceLink displays a list of installed parameters.
8. Enter the new parameter number.
 - SF564-A — Enter the new parameter number—26-04006-010 (for Newmar Dutch Star, London Aire, Ventana, and Ventana LE models)
 - SF564-B — Enter the new parameter number—26-04006-013 (for Newmar Essex models)
9. Select "Apply Changes."
10. A progress bar will appear on the laptop screen while the parameter information is being updated. Once the progress bar reaches 100%, ServiceLink performs a refresh of the parameters.
11. Verify that the new parameter is in the updated parameter list. If the new parameter is not in the updated parameter list, repeat steps 8 through 11.

If the new parameter appears in the list, go to the next step.
12. Once the update is finished, select "disconnect" in ServiceLink, then disconnect the RP1210B hardware adaptor from the vehicle.
13. Clean a spot on the base label (Form WAR259) and attach a completion sticker for SF564 (Form WAR261) to indicate the work has been completed.