

NEWMAR CORPORATION WARRANTY DEPARTMENT

RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
8/18/2016	2017	459

BRAND

Bay Star Sport	<input type="checkbox"/>	Ventana	<input checked="" type="checkbox"/>	Essex	<input type="checkbox"/>
Bay Star	<input type="checkbox"/>	Dutch Star	<input checked="" type="checkbox"/>	King Aire	<input type="checkbox"/>
Canyon Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	Other	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input type="checkbox"/>		

DESCRIPTION

Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motor homes built on Freightliner chassis. This recall is the result of information provided to Newmar by Daimler Trucks North America. NHTSA# 16V 481 TC# 2016-324

Issue: On certain motor homes manufactured by Newmar Corporation, the windshield wiper system is not operating as designed and has the potential to produce four separate issues. 1) The wiper arm may not park in the same location every time. 2) In high torque conditions such as a dry windshield, the wiper motor can stall. 3) When the wipers are turned on for any reason other than wash, the headlights would turn off when the wipers were turned off. 4) There are conditions where the wiper controls would put the motor in high with the first press of the Hi/Lo button where it should always go to low after a key cycle. If the wiper system is not performing correctly it could potentially increase the loss of control of the vehicle resulting in a crash.

Units affected: Check attached population list for specific 2017 Dutch Star and 2017 Ventana unit numbers.

RECOMMENDED ACTION

Correction: Authorized Freightliner dealers will update the wiper software and process warranty claim through Freightliner.

Repair Procedure: Contact Newmar at 866-290-5371 we will work with Freightliner to authorize and schedule the wiper control update at a local Freightliner repair center. Freightliner will be supplying the wiper update software and instructions to perform the update.

Flat Rate Code: 16V 481

Labor Time: Freightliner has set the time at .3 hr.

Note: Newmar will contact Freightliner and assist customer or dealer, however Newmar will not be processing the warranty claim for this repair. Freightliner will authorize and schedule this repair.

Please read this bulletin in its entirety prior to beginning any diagnosis or repairs.



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: July 26, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 16V 481

This notice is sent to you as a Newmar Dealer in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific Newmar recreational vehicles.

The National Traffic and Motor Vehicle Safety Act requires that each vehicle which is subject to a recall campaign of this type must be satisfactorily repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. To avoid providing these problematic solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. Vehicle owners are being notified of this recall. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motor homes built on Freightliner chassis.

On certain motor homes manufactured by Newmar Corporation, the windshield wiper system is not operating as designed and has the potential to produce four separate issues. 1) The wiper arm may not park in the same location every time. 2) In high torque conditions such as a dry windshield, the wiper motor can stall. 3) When the wipers are turned on for any reason other than wash, the headlights would turn off when the wipers were turned off. 4) There are conditions where the wiper controls would put the motor in high with the first press of the Hi/Lo button where it should always go to low after a key cycle. If the wiper system is not performing correctly it could potentially increase the loss of control of the vehicle resulting in a crash. Correction: Dealers will update the wiper software.

The motor homes require immediate service. Continued use poses a potential safety hazard.

DEALER CAMPAIGN RESPONSIBILITY

Dealers are to provide to all customers/owner vehicles the service of completing this campaign at no charge to the customer/owner regardless of vehicle age, vehicle mileage, or ownership at the time of repair.

REPAIR PROCEDURE

Please contact Newmar Corporation for work instructions at 1-866-290-5371. Freightliner Custom Chassis will provide the software update.

If you should have any questions please contact the Newmar service department at: 1-866-290-5371.

Thank you for your cooperation.

Sincerely,

Newmar Corporation



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: July 26, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: # 2016-324

This notice is sent to you as a Newmar Dealer in accordance with the requirements of the Canada Motor Vehicle Safety Act. Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific Newmar recreational vehicles.

Each vehicle which is subject to a recall campaign of this type must be satisfactorily repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. To avoid providing these problematic solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. Vehicle owners are being notified of this recall. If the condition is not remedied within a reasonable time, they are instructed to contact Transport Canada.

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motor homes.

On certain motorhomes, the windshield wiper system may not operate as designed. This could cause the wiper motor to stall in high torque conditions such as a dry windshield. This could also cause the lights to turn off when the wipers are activated for anything but the washing cycle. These conditions could impair the driver's visibility which could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will update the wiper software.

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

Motorhome included in this recall include: 2017 Dutch Star Class A.

This recall applies to certain Newmar motorhomes built between 2/15/2016 and 2/23/2016.

DEALER CAMPAIGN RESPONSIBILITY

Dealers are to provide to all customers/owner vehicles the service of completing this campaign at no charge to the customer/owner regardless of vehicle age, vehicle mileage, or ownership at the time of repair.

REPAIR PROCEDURE

Please contact Newmar Corporation for work instructions at 1-866-290-5371. Freightliner Custom Chassis will provide the software update.

If you should have any questions please contact the Newmar service department at: 1-866-290-5371.

Thank you for your cooperation.

Sincerely,

Newmar Corporation

VIN Number	Production #	Year	Brand	Type	Floor Plan	Chassis	In Production	Off Production
4UZFCHCY5HC [REDACTED]	606079	2017	DS	DP	4369	FL	5/19/2016	5/27/2016
4UZACHDT1HC [REDACTED]	412751	2017	VL	DP	4002	FL	5/23/2016	6/1/2016
4UZFCHCY9HC [REDACTED]	606061	2017	DS	DP	4369	FL	5/18/2016	5/26/2016
4UZFCHCY9HC [REDACTED]	412747	2017	VT	DP	4369	FL	5/25/2016	6/3/2016
4UZACHDT9HC [REDACTED]	412740	2017	VT	DP	3709	FL	5/24/2016	6/2/2016
4UZFCHCY3HC [REDACTED]	606064	2017	DS	DP	4018	FL	5/25/2016	6/3/2016
4UZACHDT4HC [REDACTED]	412728	2017	VL	DP	4037	FL	5/26/2016	6/7/2016
4UZACHDT5HC [REDACTED]	412730	2017	VT	DP	3412	FL	5/17/2016	5/26/2016
4UZAB2DT6HC [REDACTED]	412720	2017	VL	DP	3709	FL	5/12/2016	5/20/2016
4UZACHDT3HC [REDACTED]	412721	2017	VL	DP	4002	FL	5/16/2016	5/24/2016
4UZFCHCY3HC [REDACTED]	606052	2017	DS	DP	4369	FL	5/18/2016	5/26/2016
4UZFCHCY6HC [REDACTED]	412724	2017	VT	DP	4369	FL	5/13/2016	5/23/2016
4UZFCHCY7HC [REDACTED]	606050	2017	DS	DP	4369	FL	5/17/2016	5/26/2016
4UZFCHCY8HC [REDACTED]	606051	2017	DS	DP	4018	FL	5/16/2016	5/24/2016
4UZAB2DT7HC [REDACTED]	412551	2017	VL	DP	3412	FL	2/16/2016	2/23/2016
4UZFCHCY0HC [REDACTED]	606056	2017	DS	DP	4310	FL	5/20/2016	5/31/2016
4UZFCHCY2HC [REDACTED]	606057	2017	DS	DP	4310	FL	5/20/2016	6/1/2016
4UZFCHCY3GC [REDACTED]	412549	2017	VT	DP	4310	FL	2/19/2016	3/1/2016
4UZFCHCY6HC [REDACTED]	606058	2017	DS	DP	4369	FL	5/23/2016	6/2/2016
4UZACHDT8HC [REDACTED]	412739	2017	VT	DP	3709	FL	5/20/2016	6/1/2016
4UZFCHCYXHC [REDACTED]	606083	2017	DS	DP	4018	FL	5/16/2016	5/25/2016
4UZFCHCY1HC [REDACTED]	606082	2017	DS	DP	4018	FL	5/25/2016	6/6/2016
4UZFCHCY9HC [REDACTED]	605925	2017	DS	DP	4054	FL	1/26/2016	2/3/2016
4UZFCHCYXHC [REDACTED]	606134	2017	DS	DP	4369	FL	5/27/2016	6/7/2016

Canadian Units

4UZFCHCYXHC [REDACTED]	605895	2017	DS	DP	4369	FL	2/15/2016	2/23/2016
------------------------	--------	------	----	----	------	----	-----------	-----------