

05V-109
(12 pages)

Safety Defect and Noncompliance Report Guide for Vehicles Part 573 Defect and Noncompliance Report

On March 9, 2005, Newmar Corporation received a notification letter from Workhorse Custom Chassis informing of a defect which relates to motor safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Administration in accordance with 49 CFR Part 573, Defect and Noncompliance Reports.

This report was prepared on March 16, 2005.

The manufacturer's identification number for this recall is _____.

1. The "Final Stage" vehicle manufacturer:

Newmar Corporation
355 N. Delaware St.
Nappanee, IN 46550

Company contact: Betty Lehr
Warranty Recovery Manager
Consumer Affairs Dept.
(574)773-7791
(574)773-2007 fax

Report prepared by: Chad Sears
Codes and Compliance Manager
(574)773-7791
(574)773-5153 fax

OFFICE OF SAFETY DEFECTS
PREVENTION
2005 MAR 24 A 11:20
RECEIVED

Signed Chad Sears

2. Identify the vehicle involved in the recall:

The vehicles involved in the recall are model years 2003-2004 Kountry Star Class A Motorhomes, 2003-2004 Mountain Aire Class A Motorhomes, and 2003-2004 Scottsdale Class A Motorhomes.

3. Furnish the total number of vehicles recalled potentially containing the defect or non-compliance.

Please find attached to this report a list of units involved in the recall.

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance.

100% of the vehicles listed above may contain the defect.

5. Describe the defect or non-compliance. The description should address the nature and physical location of the defect or non-compliance. Illustrations should be provided as appropriate.

Workhorse supplied Newmar with chassis with Actia instrument panels. Incorrect software was programmed into the Actia instrument panel which may not meet Federal Motor Vehicle Standards.

5a. Describe the cause of the defect or noncompliance.

The incorrect software is the cause of the defect or noncompliance.

5b. Describe the consequence(s) of the defect or noncompliance condition.

Incorrect software may not have the ability to illuminate warning lamps indicating failure codes in the brake system. Failure of the brake warning could result in you not knowing the brakes have a problem, resulting in not enough time to avoid an accident.

5c. Describe any warnings which may (a) precede or (b) occur.

N/A

5d. If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Workhorse Custom Chassis
940 South State Route 32
Union City, IN 47390

6. If defect, furnish a chronological summary with dates of all the principal events that were the basis for the determination of the defect. Include number of reports, accidents, injuries, fatalities, and warranty claims.

N/A

7. If noncompliance, identify and provide the test results or other data in chronological order with dates on which the noncompliance was determined.

Information provided by Workhorse Chassis.

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Workhorse Chassis will conduct a test and reprogram or exchange the instrument panels if necessary. See Workhorse attachment.

8a. Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Information provided by Workhorse Custom Chassis.

8b. Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was reassembled, so state.

Information provided by Workhorse Custom Chassis.

8c. Furnish a recall schedule or agenda with specific dates for notification to other manufacturers, dealers, retailers, and purchasers. Please identify any foreseeable problems with implementing this recall.

Estimated notification schedule provided by Workhorse Chassis.

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications concerning this recall.

Provided by Workhorse Chassis.

Qa. The manufacturer's identification number shall be identical to the number assigned by NHTSA.

Newmar's identification number will be assigned by NHTSA.

All Documents to be faxed to (202)366-7882 to be followed by mailing.



GVW, A GVW Holdings Company

WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN

BULLETIN NO: 50402-C

December 2004

BULLETIN TYPE: Campaign-Safety

SUBJECT: Actia Instrument Cluster

MODELS: Certain 2003 and 2004 models with Actia Cluster

Workhorse Custom Chassis has decided that a non-compliance with Federal Motor Vehicle Safety Standards (FMVSS) 101 and 105, which relates to motor vehicle safety, exists in certain subject models with Actia Instrument cluster.

The non-compliances involve incorrect software programmed into the cluster such that certain driver warnings required by Federal Motor Vehicle Safety Standards (FMVSS) are not displayed. Incorrect software may not have the ability to illuminate warning lamps indicating brake system failure codes. FMVSS require driver warning when brake failure codes are set.

Vehicles Involved

All models built between 07/17/2002 and 05/19/2004 with Actia clusters are involved. The VIN range is as follows: (Last 6 digits of 17 digit VIN starting with 5B4)

Model Year 2003 ----- 354720 to 376624 ----- (14692 units)

Model Year 2004 ----- 376625 to 394550 ----- (15649 units)

Owner Notification

Workhorse Custom Chassis will notify retail owners on this campaign as owner data becomes available. Owners will be requested to make an appointment and take their vehicle to a Workhorse dealer to have the Service procedure performed.

Dealer Campaign Responsibility

- 1. WCC dealers must perform this campaign on identified customer vehicles at their request at no charge regardless of time or vehicle mileage.**
- 2. All dealer stock (new or used) must be held and repaired before delivery to retail customer. It is a violation of law to deliver a non-repaired vehicle to a retail customer.**

Service Procedure

The service procedure is to reprogram the Actia cluster as described by the attached.

Dealers that do not have the proper tools for the procedure must remove the cluster and send to ACTIA for the service procedure.

(Refer to Bulletin 80501-I, February 2005)

All Workhorse Custom Chassis Bulletins can be accessed through WOW system.

ACTIA Corp.
52765 Bridge Court
Elkhart, IN 46514
(866) 662-9945 toll free
(866) 662-9946 (fax)

Recall Campaign Completion Label

Complete the recall completion label and attach to air cleaner housing in a visible area. These labels (part number W8001493) are available from Workhorse Parts.

Warranty Information

2003 Models

T5004 Labor Code to verify cluster	0.2
Hours	
T5005 Labor Code to verify, remove and reprogram cluster	0.8
Hours	
T5006 Labor Code to verify and send to Actia Corp. for exchange	0.6
Hours	

2004 Models

T5007 Labor Code to reprogram cluster	0.4
Hours	
T5008 Labor Code to remove and send to Actia Corp. for exchange	0.6
Hours	

NOTE:

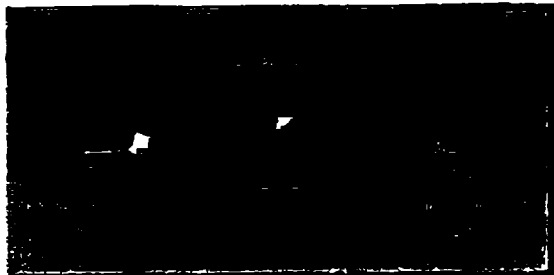
- (1) Use only one (1) T operation per vehicle
- (2) All times include 0.1 hours for administrative
- (3) DO NOT use N4180 (I/P Cluster Exchange Program) for this campaign
- (4) Any cluster returned for repair will have the campaign completed

Special Instruction

Tools needed to re-program the cluster are a laptop computer and Actia interface tool. Dealers wishing to purchase the Actia tool should contact Actia at the number above.

Procedure:

1. Verify the model year of the chassis (not the body or model number) by the 10th digit of the chassis VIN number that starts with 5B4...
(3 is model year 2003 and 4 is model year 2004).
2. **Model year 2003, please go to step 3. Model year 2004 please go to step 11.**
3. Determine if cluster update is necessary on the vehicle by following below steps number 4-6
4. Apply the parking brake, and make sure gear selector position is in P (Park)
5. Start the engine and let it idle
6. While the engine is idling, turn the ignition key to start position, hold it and monitor the ABS malfunction indicator light at the I/P cluster to come on.
Note: This procedure will not allow the starter motor and solenoid to engage due to PCM (powertrain control module) protection mode.
If the ABS malfunction indicator light is not illuminated while the ignition key is at start position please go to I/P cluster software update.
If the ABS malfunction indicator light is illuminating while the ignition key is at start position, please DO NOT perform the I/P cluster software update; go to step 10
7. **Model Year 2003 I/P cluster software update.**
 - A. Shut the engine off and remove the ignition key.
 - B. Unplug both I/P connectors at the back of the cluster and plug in the 2 connectors from CAT interface.
(Some models may require the removal of the I/P cluster from the dash, on some models, it may be possible to lift the dash up to access the connectors)
 - C. Plug-in the OBD II connector from the CAT interfaces to OBD II port under the dash.
 - D. Plug-in the serial data connector from the CAT interfaces to the serial data port at the back of the notebook.
 - E. Power-up the notebook and turn the ignition key to the ON position.
 - F. Check the battery level on your notebook, if necessary plug in recharge adaptor to maintain battery level during uploading. **(Failure to do so will result in I/P cluster to lock and will need to be replace)**
 - G. Double click on **Actia Cluster Update 11.04.04** on your desktop.
 - H. I/P cluster software update will determine the correct software level and will automatically upload the correct version. **(DO NOT interrupt wiring, computer and connectors. Interruption on any of these component will result in I/P cluster to lock and will need to be replace)**



I.



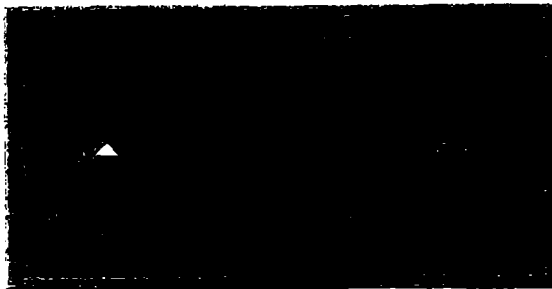
8. Left click the OK and remove all connections.
9. Re-install I/P cluster and secure all fastener.
10. Close repair order.

11. Model Year 2004 I/P cluster software update.

- A. Shut the engine off and remove the ignition key.
- B. Plug-in the OBD II connector from the CAT interface to OBD II port under the dash.
- C. Plug-in the serial data connector from the CAT interface to the serial data port at the back of the notebook.
- D. Power-up the notebook and turn the ignition key to ON position.
- E. Check the battery level on your notebook, if necessary plug-in re-charge adaptor to maintain battery level during uploading. **(Failure to do so will result in I/P cluster to lock and will need to be replace)**
- F. Double click on Actia Cluster Update 11.04.04 on your desktop.
- G. I/P cluster software update will determine the correct software level and will automatically upload the correct version. **(DO NOT interrupt wiring and or computer, connectors; Interruption on any of these component will result in I/P cluster to lock and will need to be replace)**

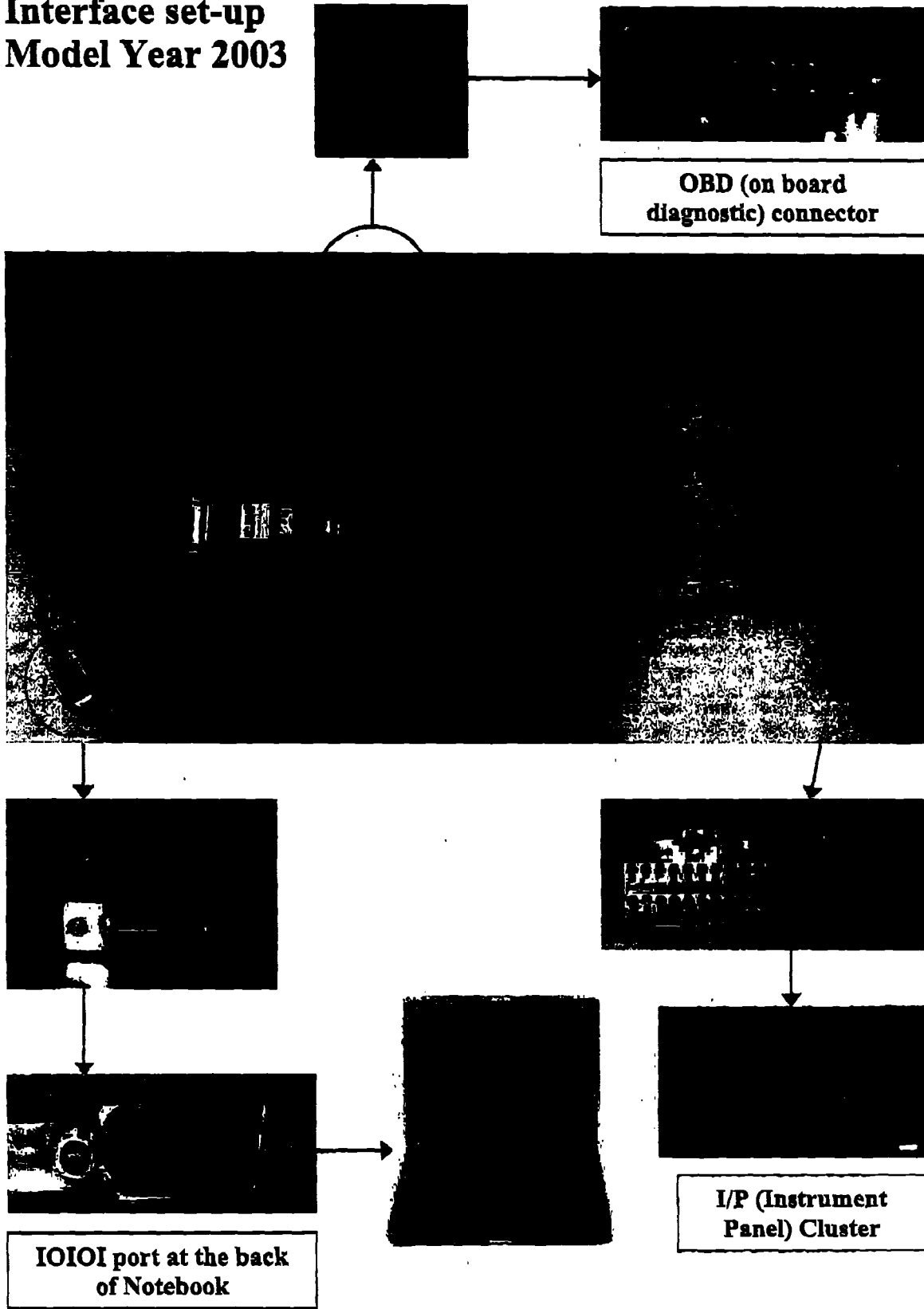


H.

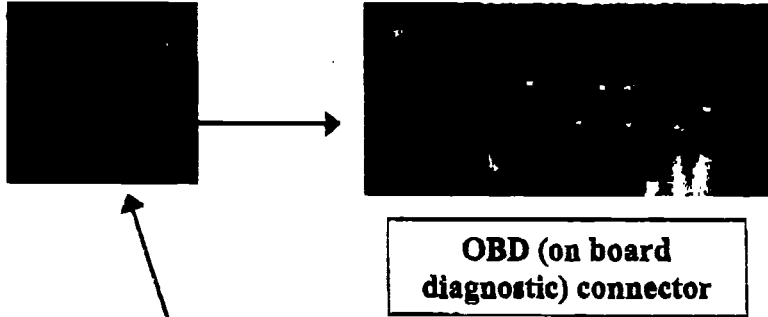


12. Left click the OK and remove all connections.
13. Close Repair order.

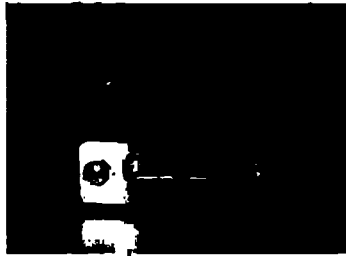
**Interface set-up
Model Year 2003**



**Interface set-up
Model Year 2004**
(I/P cluster connector
is not needed)



**No I/P Cluster connection
needed on M/Y 04.**



**IOIOI port at the back of
Notebook**





GVW A GVW Holdings Company

ATTENTION: Service/Parts Manager

February, 2005

SUBJECT: Workhorse Custom Chassis Bulletin Summary

The following bulletins have been published as of July, 2004:

<u>Bulletin No.</u>	<u>Type</u>	<u>Date</u>	<u>Subject</u>
00402-I	Information	July 2004	Diagnostic Software Support MY'05
00401-I	Information	March 2004	Diagnostic Software Support MY'04
00401-L	Dealer Letter	March 2004	Diagnostic Software Support MY'04
00301-I	Information-Parts	Jan 2003	Monthly Update
00302-I	Information-Parts	Feb 2003	Monthly Update Hot Parts Pricing
00303-I	Information	March 2003	Transmission Diagnosis
00304-I	Information-Parts	March 2003	Monthly Update
00305-I	Information	March 2003	Technical Assistance Center (TAC) Worksheet
00306-I	Information-Parts	April 2003	Monthly Update-Hot Parts
00307-I	Information	April 2003	Warranty On The Website (WOW) Systems Update
00308-I	Information	May 2003	Air Conditioning Performance
00309-I	Information-Parts	May 2003	Monthly Update-Hot Parts
00310-I	Information-Parts	May 2003	GVW Canadian Parts Update
00311-I	Information	May 2003	Vibration Correction Overview/Procedure
00312-I	Informational	May 2003	Workhorse CC Mandatory notification Requirements
00313-I	Informational	April 2003	Cummins ISB Engine Diagnostic Code Retrieval Procedure
00314-I	Informational-Parts	April 2003	WCC Announces Enhancements to Electronic Parts Cat.
00315-I	Informational-Parts	June 2003	Monthly Update
00316-I	Informational-Parts	May 2003	Part Number Replacements
00201-I	Information	May 2002	Reporting Retail Sale
00202-I	Information	May 2002	Service and Owner Manual Error
00203-I	Information	May 2002	Labor Time Guide Request for Review
00204-I	Information	May 2002	Special Tools
00205-I	Information	May 2002	Procedures for Ordering Parts
00206-I	Information	May 2002	W Series Wiring Schematics
00207-I	Information	May 2002	Change of Vehicle Ownership
00208-I	Information	June 2002	Obtaining Key Codes
00209-I	Information-Parts	June 2002	New Location
00210-I	Information-Parts	July 2002	Progress Report
00211-I	Information-Parts	August 2002	Monthly Update
00212-I	Information-Parts	October 2002	Product Distribution Center Improvements
00213-I	Information-Parts	December 2002	Monthly Update
00214-I	Information	October 2002	Finding Chassis Information on WOW
00215-I	Information-Parts	November 2002	Monthly Update
00216-I	Information	December 2002	Policy & Procedure Enhancements
00217-I	Information	December 2002	Warranty Parts Replacement Procedure
00218-I	Information	December 2002	Satellite Service Training
00219-I	Information	December 2002	Ordering Diagnostic Tools/Equipment
00220-I	Information	December 2002	Updated Tech-Line Calibrations
00101-I	Information-Parts	October 2001	Exclusivity to P Model GM Parts
00101-2	Information-Parts	January 2002	WCC Parts Distribution Center
20201-I	Information	June 2002	Power Steering Assist
20301-I	Informational	October 2003	Front Wheel Alignment

30101-C	Campaign-Safety	October 2001	U-Bolt Torque
50203-T	Technical	December 2002	ABS Wheel Speed Sensor Adjustment Procedure
50401-C	Campaign-Safety	July 2004	Bosch Brake Calipers
50402-C	Campaign-Safety	December 2004	Actia Instrument Cluster
60201-C	Campaign-Emissions	August 2002	Incorrect Emissions Label-California
60202-C	Campaign-Emissions	March 2003	Post Oxygen Sensors Cross Wired
60301-T	Technical	September 2003	Fuel System Contamination
60301-C	Campaign-Emissions	June 2004	Incorrect Emissions Label 50 State
60401-C	Campaign-Safety	October 2004	Incorrect Catalytic Converter
60401-I	Information	January 2004	6.5L GEP Diesel Injection Pump Warranty Exchange Program
80201-I	Information	March 2002	Instrument Cluster Exchange
80202-T	Technical	October 2002	Reversing DRL Wiring in Connectors B & C
80501-I	Information	February 2005	Instrument Cluster Exchange Procedure
70301-T	Technical	November 2003	Transmission 5-3 Downshifts
80101-T	Technical	May 2001	Chassis Wiring Improvements
20001-I	Information	June 2000	Steering Wheel and Horn Cap
30001-I	Information	January 2000	Wide Track Suspension
40001-I	Information	August 2000	Synthetic Axle Lube
50001-C	Campaign-Safety	May 2000	Anti-Lock Brake Module
60001-C	Campaign-Emissions	May 2000	Emissions Label
100401-I	Information	March 2004	Vibration Procedure on Changed Wheelbase Units
P1000	Information-Policy	October 2002	Transportation Claim Processing Procedure
P1001	Information-Policy	February 2003	Authorized Dealer Audits
P1002	Information-Policy	July 2004	P&P Manual Article I Revision
P1003	Information-Policy	July 2004	Fleet P&P Manual Revision
M1000	Information-Policy	March 2003	Correction to P1001
T1000	Information	June 2003	Vibration Correction Training
T1003	Information	January 2004	Internet WOW Service Training
T1004	Information	March 2004	Internet WOW Service Training

Bulletin numbering system is based on the Service Manual sections, date published, type of bulletin, and sequence.

Example: 30001-I

3 is manual section-----suspension
 00 is year published-----00=2000
 01 is sequence for year--01 is first for 2000
 -I is Information type bulletin
 -T is Technical type bulletin
 -C is Campaign type bulletin
 -L is Dealer Letter

Service Manual Sections

0=General information-Misc
 1=Heating Ventilation, Air Cond.
 2=Steering
 3=Suspension
 4=Driveline/Axle
 5=Brakes
 6=Engine
 7=Transmission
 8=Chassis Electrical
 9=Accessories
 10=Body Related
 11=Expanded Body (Fastrack)

Bulletins can be stored under the "Bulletin Tab" of your Workhorse policies and procedures manual.

Additional copies of these bulletins or WCC Service Manuals can be obtained by contacting Transworld Printing Company at 1-800-686-6980.