

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

On **February 5, 2008**, Newmar Corporation received an electronic notification message (e-mail) from **Spartan Chassis, Inc.** informing of a defect which relates to motor safety exists in the 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 **February 12, 2008**.

The manufacturer's identification number for this recall is **07V-363**

1. The "Final Stage" vehicle manufacturer.
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Newmar Corporation
355 N. Delaware St.
Nappanee, IN 46550

Company contact: Carol Walker
Warranty Recovery Manager
Consumer Affairs Dept
(574)773-7791
(574)773-2007 fax

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

Signed_ Travis E. Haynes_

2. Identify the vehicle involved in the recall.

The vehicles involved in the recall are model years -
2007 & 2008 All Star, Dutch Star, Ventana, and Kountry Star Diesel Pushers.

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

409

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.

Please refer to Spartan's recall documentation. (included)

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

Please refer to Spartan's recall documentation. (included)

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

Please refer to Spartan's recall documentation. (included)

5c. Describe any warning which can (a) precede or (b) occur.

Please refer to Spartan's recall documentation. (included)

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

Please refer to Spartan's recall documentation. (included)

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.

Please refer to Spartan's recall documentation. (included)

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

Please refer to Spartan's recall documentation. (included)

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.

Please refer to Spartan's recall documentation. (included)

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

Please refer to Spartan's recall documentation. (included)

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 discontinued, state so.

Please refer to Spartan's recall documentation. (included)

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

Please refer to Spartan's recall documentation. (included)

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.

TSB (technical Service Bulletins) will be sent out immediately notifying dealerships of the campaign. Dealer info will be sent to Spartan Chassis, Inc. by Newmar. Spartan will handle the recall on behalf of Newmar Corp.

9a. The manufacturer's campaign identification number if not 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.



SPARTAN CHASSIS, INC.

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NHTSA # 07V-363

RSB07-500-002

January, 2008

RECALL SERVICE BULLETIN

SUBJECT: Power Distribution – Bussmann® (DVEC) Dual Vehicle Electrical Center.

APPLIES TO: Certain Spartan Chassis Models Manufactured from July 5, 2006 to July 19, 2007, produced with a 2598-GG5A-002 Bussmann® DVEC and has less than 4000 miles on the vehicle.

CONDITION: Electrical power may be lost to components of the major chassis operating systems (engine, transmission, starting, cooling) causing the vehicle to shutdown and/or not be capable of powering up. Each vehicle could potentially experience a unique circumstance where one or a combination of the following conditions could occur: loss of electrical power to the engine, transmission, starting and engine cooling systems, in operation of the right chassis stop/turn signal and right trailer stop/turn signal, the anti-lock brake system (ABS), the auxiliary brake system, the heater elements in the air dryer, and the water-in-fuel separator.

CAUSE: Loose jumper connection inside the Bussmann® DVEC

CORRECTION: Replace Bussmann® DVEC.

**PLEASE READ THE ENTIRE BULLETIN BEFORE PROCEEDING WITH ANY WORK
AND CONTACT SPARTAN CHASSIS IF THERE ARE ANY CONCERNS WITH THE
PROCEDURES CONTAINED IN THIS DOCUMENT**

PART / SERVICE INFORMATION:

Labor Time: 1.0 Hr.

<u>QTY.</u>	<u>Part Number</u>	<u>Description</u>
1	S-1923-001	Kit- Bussmann® DVEC Replacement, ISC, ISL with GEN4

Kit #S-1923-001 Contains:

<u>QTY.</u>	<u>Part Number</u>	<u>Description</u>
1	2598-GG5B-002	Bussmann® DVEC, ISC, ISL with GEN4
1	RSB07-500-002	Document Instructions

Technical Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of product specific nature in conjunction with industry standards. Professional Technicians are appropriately trained on industry standards and have the tools and equipment to perform procedures safely and properly.



SPARTAN CHASSIS, INC.

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RSB07-500-002

January, 2008

RECALL SERVICE BULLETIN

STEP-BY-STEP INSTRUCTIONS:

1. Observe all industry safety standards, disconnect any necessary power source and secure vehicle to allow for replacement of the Bussmann® DVEC at the rear PDC (Power Distribution Center).
2. Locate the rear PDC near the engine, generally on the passenger side between the rear wheels and the rear of the vehicle.
 - 2a. Refer to FIG. 2-1. Identify the DVEC having a part number beginning with 2598-GG5A. The part number is located on the inside cover and on the lower right inside face of the box.
 - 2b. Refer to FIG. 2-1, 2-2 & 3-1. The DVEC having a part number in the top right corner of the box ending in a -1 is defective and must be replaced with a box where this number ends in -2 as shown in FIG. 3-1.

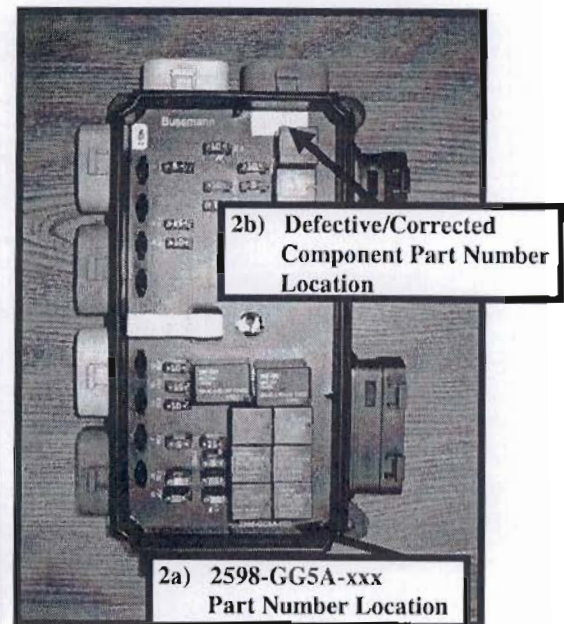


FIG. 2-1

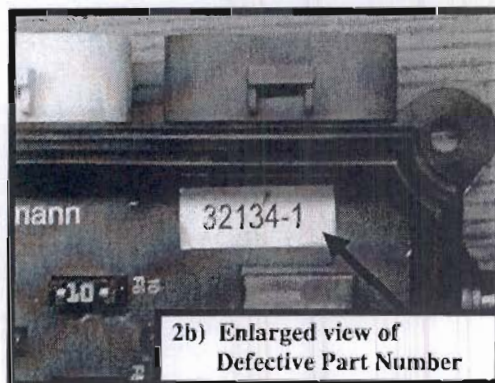


FIG. 2-2

Technical Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of product-specific nature in conjunction with industry standards. Professional Technicians are appropriately trained on industry standards and have the tools and equipment to perform procedures safely and properly.



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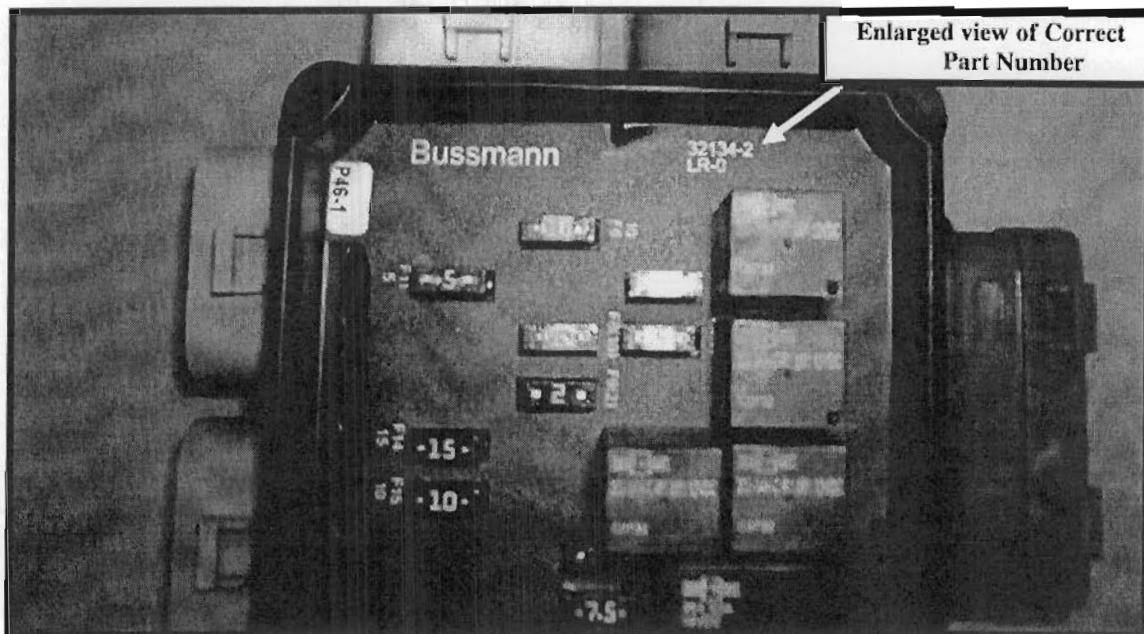
January, 2008

RECALL SERVICE BULLETIN

3. Disconnect the electrical connectors to the DVEC and remove the 4 fasteners attaching the DVEC to the mounting surface. Retain mounting fasteners for reinstallation. Replaced DVEC must be returned to Spartan Chassis Inc.

Note: Follow instructions for returning the defective DVEC to Spartan Chassis Inc.

4. Attach the DVEC to the mounting surface using the fasteners removed in step #3.
5. Connect electrical connectors to the new DVEC.
6. Reconnect any power source previously disconnected.



CORRECT BUSSMANN® DVEC SHOWN

FIG. 3-1

Technical Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of product specific nature in conjunction with industry standards. Professional Technicians are appropriately trained on industry standards and have the tools and equipment to perform procedures safely and properly.



SPARTAN CHASSIS, INC.

Date: February 4, 2008

Re: Notice of Recall Service Bulletin:

NHTSA # 07V-363

Dear Valued Customer,

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

Please note:

The Vehicle Identification Number that may be affected by this recall is on the address label that is on the front of the envelope that contained this letter.

Spartan Chassis Inc. has decided that a defect which relates to motor vehicle safety exists in certain Spartan Chassis models produced with a Bussmann® (DVEC) dual vehicle electrical center.

Defect or Noncompliance:

Lower mileage vehicles may experience an electrical power loss to major chassis operating systems (engine, transmission, starting, cooling) causing the vehicle to shutdown and/or prevent powering up. Each vehicle could potentially experience a unique circumstance where one or a combination of the following conditions could occur: Loss of electrical power to the engine, transmission, starting and engine cooling systems, in operation of the light chassis stop/turn signal and right trailer stop/turn signal, the anti-lock brake system (ABS), the auxiliary brake system, the heater elements in the air dryer, and the water-in-fuel separator, which could result in a crash.

Corrective Action:

Your authorized service center will replace the Bussmann® DVEC, per recall safety bulletin # 07V-363.

Labor Time:

The labor time required to replace the Bussmann® DVEC is 1 hr. Due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Spartan Motors at 800-543-4277 (Option 1) with your current mileage. It will then be determined if your unit is part of the recall. If so, steps will be taken to ensure the recall is performed at the nearest authorized service center. You do not need to call Spartan Chassis, Inc. to find the facility most convenient to you. These facilities can be located on Spartan's website: <http://www.spartanchassis.com>. If you lack access to the internet call 800-542-4277 (Option 1) for locations.

Leased Vehicles:

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

Reimbursement:

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Spartan at 800-543-4277 - Option 1.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan Chassis at 800-543-4277 - Option 1. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the Auto Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect or noncompliance without charge.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan Chassis vehicle is of the utmost concern to us.

Best Regards,

Wayne Ridge
Product Improvement Administrator
Spartan Chassis, Inc.



SPARTAN CHASSIS, INC.

February 4, 2008

NHTSA Recall No. 07V-363

Dear Service Manager:

Spartan Motors is recalling certain Spartan Chassis models manufactured from July 5, 2006 to July 19, 2007, equipped with a specific Bussman® DVEC Part Number of 2598-GG5A-002

Reason: Those vehicles with 4000 miles or less may experience an electrical power loss to major chassis operating systems (engine, transmission, starting, cooling) causing the vehicle to shutdown and/or prevent powering up. Each vehicle could potentially experience a unique circumstance where one or a combination of the following conditions could occur: loss of electrical power to the engine, transmission, starting and engine cooling systems, in operation of the right chassis stop/turn signal and right trailer stop/turn signal, the anti-lock brake system (ABS), the auxiliary brake system, the heater elements in the air dryer, and the water-in-fuel separator, which could result in a crash.

We will contact all owners of these units that are affected by this recall. They will be provided with the means to access the list of Spartan Authorized Service Centers, including your facility via spartanchassis.com. They will also be advised that they do not need to call Spartan Motors, but they should call the facility on the list that is nearest to them and make an appointment.

Please find attached the Instructions to perform this recall.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Service Bulletin, schedule the work at your mutual convenience.
2. When the customer arrives for the appointment, ask him/her for his recall letter. You can use this to verify the chassis VIN.
3. It will be helpful to verify the "users" current address and phone number.

COMPLETING THE WORK:

1. **You do not need a work authorization number from Spartan Motors to complete this work.**
There is no need to call Spartan customer service unless you need technical assistance.
2. Do the work following the instructions on the Recall Service Bulletin.

DOCUMENTING THE WORK:

1. Reference to the identified recall number **07V-363** and the completed work on the submitted invoice will satisfy our need for documentation of this recall.
2. **You will be reimbursed for 1 hour labor to install the kit.**

If there are contributing factors that cause the recall procedure to take longer than the allotted time, please report that information on your shop repair order, including details of the circumstances that

resulted in additional time. Enter Recall # **07V-363** as the work authorization number. The time for these repairs will be considered for reimbursement on a case by case basis.

3. Documents submitted for Spartan reimbursement for this recall should not be combined with any other documents being sent to Spartan.

HANDLING A "USER" WITH NO CONFIRMATION LETTER:

1. If you are contacted by a "user" who has not received a recall letter, you should verify that they have an affected chassis and call Annette Wibert at Spartan Motors (800-393-8861 – Option 3) for verification.
2. Record the vehicle VIN along with the mileage on a copy you make of the enclosed "**Parts & Authorization Request**" form. Please fax this information, when necessary, to (517) 543-9264.
3. Complete the work as instructed.
4. Document the work and submit the claim as instructed under the Documenting the Work section above.

PARTS SUPPLY & DISPOSITION:

1. The shipment of parts will be identified with the recall number. If you need additional parts, please order them by calling Spartan Motors Customer Service at (800) 393-8861 (Option 6).

SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Motors' Customer Service Department at (800) 393-8861 (Option 2).
2. If you have questions about warranty claims call Wayne Ridge at (800) 393-8861 (Option 3) or 517-543-6400 ext.445.