

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	TSB #
11/04/2014	2014-2015 Essex	Recall 14V-620 TSB 411

### BRAND

Bay Star Sport	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Essex	<input checked="" type="checkbox"/>
Bay Star	<input type="checkbox"/>	Dutch Star	<input 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

This notice is sent to you 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 certain 2014-2015 Essex motorhomes. The affected motorhomes were equipped with a jack mounting bracket that may be attached too close to the rear airbag.

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

### RECOMMENDED ACTION

On certain Newmar 2014-2015 Essex motorhomes built on Freightliner chassis, the rear axle jack mounting bracket may have been attached too close to the rear suspension airbag. This could damage the suspension airbag over time, potentially resulting in an air leak and suspension collapse. This could affect vehicle handling, increasing the risk of a crash causing injury and/or damage to property. For the correction, dealers will reposition the bracket.

Newmar Corporation will provide owners of all affected motor homes a remedy for the potential defect at no charge for parts or labor. This remedy consists of providing clearance between the mounting bracket and airbag.

As this defect does affect motor vehicle safety, it is recommended that you contact the Newmar service department immediately at 1-866-290-5371. An associate will assist you in making an appointment to have this repair done by an authorized Newmar Dealer or Service Center.

US NHTSA # - 14V-620

Canadian recall # - 2014-372

Flat Rate Code - 14V620

Labor time - 1 side = 1.0 hr. or 2 sides = 1.5 hrs.

**RECOMMENDED TOOLS:** Plasma cutter, protective sheet metal - 3/16" thick minimum and protective welding blanket to cover air bag.

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

## Inspection and Repair Instructions

### Rear Jack "U" Channel and Airbag Clearance

- Inspect both rear jacks "U" channel clearance to the airbag. There needs to be a minimum of 3/4 inch clearance showing from top to bottom.



- If less than 3/4 of inch is showing than the radius portion of the "U" channel will need removed. Place a protective blanket covering any exposed material (tires, harness, airlines and airbag). Place a metal plate between "U" channel and airbag.



- Starting below the chassis railing, cut the channel radius off down to the bottom edge of bracket.



- Paint the cut bracket edge with black paint to prevent rust. Remove protective blankets.
- Inspect and repeat process of other side of coach if needed.
- Inspect airbag for any damage. Replace airbag if any damage shows.

- The radius piece removed from bracket.





WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: August 28, 2014  
Re: Newmar Corporation – Motor Vehicle Recall Notification

---

Subject: Recall Campaign No.: **14V620**

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. If the condition is not properly repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

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 and are instructed to contact Newmar Corporation if you do not remedy the condition within five days of the mutually agreed upon service date. 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.*

On certain Newmar 2014 and 2015 Essex motorhomes built on Freightliner chassis, the rear axle jack mounting bracket may have been attached to close to the rear airbag. This could cause rubbing/friction and result in damage to the airbag. These motorhomes require immediate service. These motorhomes may have risk of personal injury or a vehicle crash.

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

This recall applies to certain Newmar Essex motorhomes built between 2/15/2013 and 6/4/2014.

## **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 reference work instructions enclosed.

**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: September 18, 2014  
Re: Newmar Corporation – Motor Vehicle Recall Notification

---

Subject: Recall Campaign No.: # 2014-372

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. If the condition is not properly repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

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 and are instructed to contact Newmar Corporation if you do not remedy the condition within five days of the mutually agreed upon service date

## **REASON FOR THIS RECALL**

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

On certain Newmar 2014 Essex motorhomes built on Freightliner chassis, the rear axle jack mounting bracket may have been attached too close to the rear suspension airbag. This could damage the suspension airbag over time, potentially resulting in an air leak and suspension collapse. This could affect vehicle handling, increasing the risk of a crash causing injury and/or damage to property. Correction: Dealers will reposition the bracket.

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

This recall applies to certain Newmar Essex motorhomes built between 7/22/2013 and 4/15/2014.

## **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 reference work instructions enclosed.

**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

**RECALL CAMPAIGN NO. # 14V620**

COACH NUMBER: \_\_\_\_\_

VIN NUMBER: \_\_\_\_\_

DATE YOU RECEIVED THIS NOTICE: \_\_\_\_\_

DATE SET FOR REPAIR OF YOUR RECREATIONAL VEHICLE: \_\_\_\_\_

DATE REPAIR COMPLETED: \_\_\_\_\_

NAME OF SERVICE CENTER REPAIR  
WAS COMPLETED AT: \_\_\_\_\_

SERVICE CENTER ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

PLEASE MAIL A COPY OF THIS FORM TO NEWMAR CORPORATION UPON  
COMPLETION OF THIS REPAIR.

NEWMAR CORPORATION  
355 N DELAWARE ST  
P.O. BOX 30  
NAPPANEE, IN 46550-0030

