

# Newmar Corporation Warranty Department

## Technical Service Bulletin

Date Issued	Model Year(s) Affected	TSB #
9/1/2015	2015, 2016	TSB 427 Recall # 15v-492

### 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 checked="" type="checkbox"/>
Canyon Star	<input type="checkbox"/>	Mountain Aire	<input checked="" type="checkbox"/>	Other	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input checked="" type="checkbox"/>		

### Description

Spartan Motors Chassis, Inc. has decided a defect which relates to motor vehicle safety exists in certain motor home chassis.

Newmar has provided the list of coaches affected by this Spartan Recall

**Issue:** The control module for the air suspension may experience a loss of power resulting in the air suspension not being able to achieve ride height. If the ride height of the suspension is less than specified ride height, negative impact to roll steer could occur.

**Impact:** This could cause the vehicle to be difficult to control and increase the risk of a crash. This could occur without warning.

### Recommended Action

**Contact:** Contact a Spartan Motors USA, Inc. Recall coordinator (855) 589-9836 please reference Spartan RSB15-350-002

**Resolution:** An independent electrical circuit that supplies power to the control module will be provided at no charge.

NHTSA # 15V - 492 Flat Rate Code: 15V - 492

T/CN Recall # 2015 - 345 Labor Time: .5 hr

If further assistance is needed please contact Newmar Dealer Support (866) 290-5371

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



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: August 5, 2015  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 15V 492

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 motorhomes, the control module for the air suspension may experience a loss of power resulting in the air suspension not being able to achieve the appropriate ride height. If the vehicle is operated at a lower than specified ride height, it could cause vehicle instability increasing the risk of a crash causing injury and/or damage to property. Correction: Dealers will install an independent electrical circuit to supply power to the control module.

This recall applies to certain Newmar motorhomes built between 3/7/2014 and 5/27/2015.

**These 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**

Spartan Motors will provide the work instructions.

**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: August 6, 2015  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: # 2015-345

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 motorhomes, the control module for the air suspension may experience a loss of power resulting in the air suspension not being able to achieve the appropriate ride height. If the vehicle is operated at a lower than specified ride height, it could cause vehicle instability increasing the risk of a crash causing injury and/or damage to property. Correction: Dealers will install an independent electrical circuit to supply power to the control module.

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

This recall applies to certain Newmar motorhomes built between 6/25/2014 and 6/23/2015.

## **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**

Spartan Motors will provide the work instructions.

**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 Service Bulletin



**DATE:** 9-9-15

**APPLIES TO:** This bulletin applies to K2 and K3 model incomplete motor home chassis equipped with an RD2300 model rear suspension manufactured between November 19, 2013 and June 23, 2015.

**NHTSA/TC Id:** 15V-471

**CONDITION:** Hadley control module loss of power

**CORRECTION:** An independent electrical circuit that supplies power to the control module will be provided at no charge.

**LABOR ALLOCATION:** .5 hrs.

**CLASSIFICATION:** E3

**PARTS NEEDED:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	S-2496-001	KIT- Service RSB Hadley/HWH Interface Relay Assembly

**Kit # S-2496-001 Contains:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	0121-GG3-034	Relay-Spst 12v 15a Cont 5 Sec Off-Delay
1	3900-GG5-002	Harn-Hadley/HWH Relay Interface
4	10075PSTS	Screw-#10X0.75 Pan HD Sel
1	RSB15-350-002	Instruction Document

**GENERAL INSTRUCTIONS:**

Thoroughly review entire service bulletin before starting work. If there are questions or concerns with steps defined in this service bulletin, contact Spartan Motors USA, Inc. Customer & Product Support Group.

All applicable industry safety standards must be followed when performing work identified in this procedure.

Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of 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.

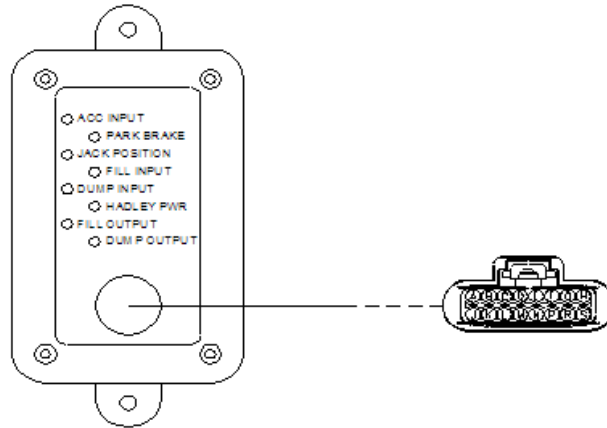


# Recall Service Bulletin



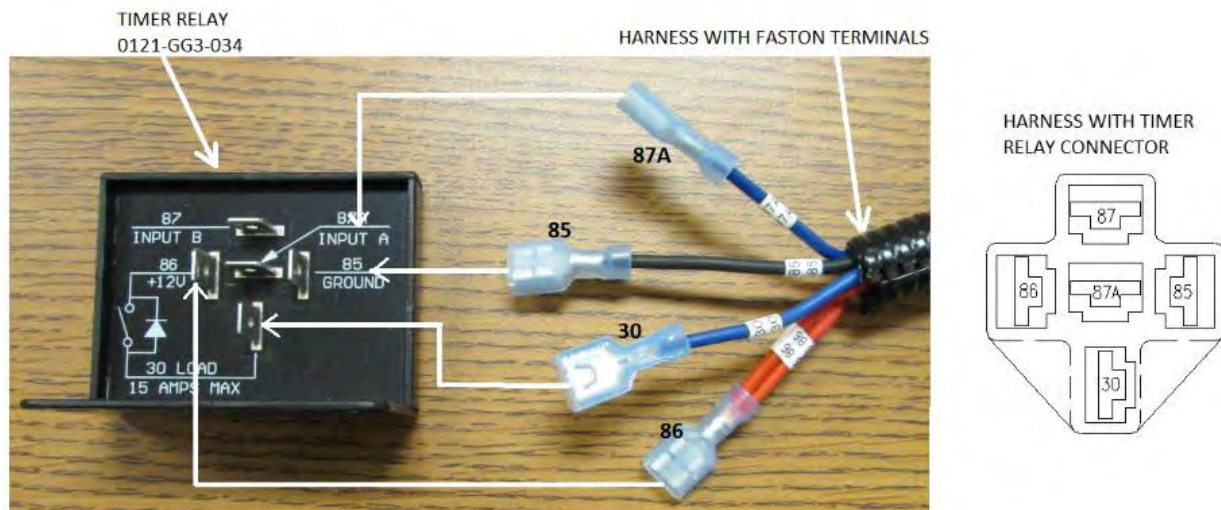
## STEP-BY-STEP INSTRUCTIONS:

1. Locate Hadley Interface Module in the left front exterior compartment. Refer to FIG. 2-1.



**FIG. 2-1**

2. Follow harness down and locate connector, approximately 12 inches from module.
3. Slide gray connector lock back, push down on latch, and pull connectors apart.
4. Remove screws securing the Hadley Interface Module to compartment wall and properly dispose of it.
5. Attach 0121-GG3-034 timer relay to the 3900-GG5-002 Hadley relay harness if not already attached (if the harness has single Faston terminals, plug terminals onto the corresponding number as shown on the tag). Refer to FIG. 2-2.



**FIG. 2-2**

Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of 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.



## Recall Service Bulletin



6. Plug in new 3900-GG5-002 Hadley relay harness into connector which was connected to Hadley interface module, and push in gray connector lock.
7. Attach 3900-GG5-002 Hadley relay harness to compartment wall using 2 of the 1007PSTS screws.
8. Attach 0121-GG3-034 timer relay to compartment wall using 2 of the 10075PSTS.

Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of 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.

VIN Number	Production #	Year	Brand	Type	Floor Plan	Chassis	Date Off Production
4VZVU1E90FC080042	801164	2015	EX	DP	4599	S	5/27/2015
4VZVU1E95FC079310	801120	2015	EX	DP	4553	S	9/12/2014
4VZVU1E98FC079656	801126	2015	EX	DP	4501	S	11/18/2014
4VZVU1E98GC079433	530313	2016	KG	DB	4519	S	3/18/2015
4VZVU1E94FC078973	530262	2015	KG	DB	4553	S	6/18/2014
4VZVU1E95FC080229	530311	2015	KG	DB	4553	S	3/4/2015
4VZVU1E96FC079042	801099	2015	EX	DP	4553	S	6/19/2014
4VZVU1E97FC079194	530279	2015	KG	DB	4553	S	9/17/2014
4VZVU1E99FC079309	801123	2015	EX	DP	4503	S	9/19/2014
4VZVU1E99FC079584	530301	2015	KG	DB	4553	S	1/9/2015
4VZVU1E90FC079795	801159	2015	EX	DP	4553	S	3/6/2015
4VZVU1E95FC079873	801156	2015	EX	DP	4553	S	4/29/2015
4VZVU1E97FC079079	801113	2015	EX	DP	4553	S	7/29/2014
4VZVU1E98FC078491	801100	2015	EX	DP	4503	S	6/23/2014
4VZVU1E99FC079794	801143	2015	EX	DP	4553	S	1/28/2015
4VZVU1E9XFC078492	530260	2015	KG	DB	4503	S	5/21/2014
4VZVU1E9XFC079318	801124	2015	EX	DP	4553	S	9/26/2014
4VZVU1E9XFC079349	801127	2015	EX	DP	4503	S	10/8/2014
4VZVU1E9XFC079528	530298	2015	KG	DB	4599	S	12/16/2014
4VZVU1E91FC079319	530286	2015	KG	DB	4553	S	10/10/2014
4VZVU1E92FC080155	530310	2015	KG	DB	4553	S	4/9/2015
4VZVU1E93FC079578	801140	2015	EX	DP	4553	S	11/10/2014
4VZVU1E93FC079743	801146	2015	EX	DP	4553	S	12/8/2014
4VZVU1E93FC080066	530309	2015	KG	DB	4599	S	3/12/2015
4VZVU1E94FC078715	530259	2015	KG	DB	4553	S	5/19/2014
4VZVU1E94FC079430	530293	2015	KG	DB	4553	S	11/12/2014
4VZVU1E95FC079081	530276	2015	KG	DB	4553	S	8/19/2014
4VZVU1E95FC079811	801155	2015	EX	DP	4553	S	3/23/2015
4VZVU1E96FC079350	530288	2015	KG	DB	4553	S	10/22/2014
4VZVU1E96FC079428	801132	2015	EX	DP	4503	S	10/13/2014
4VZVU1E96FC079705	801131	2015	EX	DP	4553	S	11/24/2014
4VZVU1E96GC079432	801153	2016	EX	DP	4565	S	3/19/2015
4VZVU1E97FC079535	530317	2015	KG	DB	4599	S	5/7/2015
4VZVU1E97FC079745	530299	2015	KG	DB	4553	S	2/11/2015
4VZVU1E98FC078684	801096	2015	EX	DP	4553	S	5/14/2014
4VZVU1E98FC079429	530292	2015	KG	DB	4553	S	11/7/2014
4VZVU1E98FC079527	801134	2015	EX	DP	4553	S	10/15/2014
4VZVU1E98FC080175	530314	2015	KG	DB	4599	S	4/17/2015
4VZVU1E99FC079360	530289	2015	KG	DB	4553	S	10/29/2014
4VZVU1E94FC079282	801118	2015	EX	DP	4553	S	9/10/2014
4VZVU1E9XFC079075	530269	2015	KG	DB	4503	S	8/5/2014
4VZVU1E9XFC079707	801139	2015	EX	DP	4553	S	12/5/2014
4VZVU1E90FC079120	801106	2015	EX	DP	4553	S	7/31/2014
4VZVU1E90GC080348	530322	2016	KG	DB	4519	S	5/29/2015
4VZVU1E91FC079255	530282	2015	KG	DB	4553	S	9/29/2014
4VZVU1E91FC079482	530295	2015	KG	DB	4553	S	12/15/2014
4VZVU1E91FC079529	530300	2015	KG	DB	4553	S	1/8/2015
4VZVU1E91FC080146	530303	2015	KG	DB	4553	S	3/16/2015

VIN Number	Production #	Year	Brand	Type	Floor Plan	Chassis	Date Off Production
4VZVU1E91GC079435	530318	2016	KG	DB	4519	S	4/2/2015
4VZVU1E92FC079121	801116	2015	EX	DP	4553	S	8/7/2014
4VZVU1E92GC080383	801163	2016	EX	DP	4519	S	6/5/2015
4VZVU1E93FC079080	530277	2015	KG	DB	4553	S	8/12/2014
4VZVU1E93FC079239	530281	2015	KG	DB	4553	S	9/23/2014
4VZVU1E94FC080223	530320	2015	KG	DB	4553	S	4/21/2015
4VZVU1E95FC078027	530255	2015	KG	DB	4503	S	4/3/2014
4VZVU1E95FC079744	801138	2015	EX	DP	4553	S	12/18/2014
4VZVU1E96FC078974	530268	2015	KG	DB	4553	S	7/10/2014
4VZVU1E96FC079073	801102	2015	EX	DP	4503	S	7/9/2014
4VZVU1E96FC079283	530283	2015	KG	DB	4553	S	10/2/2014
4VZVU1E97FC079762	801149	2015	EX	DP	4553	S	1/12/2015
4VZVU1E98FC079043	530270	2015	KG	DB	4553	S	7/22/2014
4VZVU1E98FC079284	530284	2015	KG	DB	4553	S	10/6/2014
4VZVU1E98FC079706	801136	2015	EX	DP	4503	S	12/4/2014
4VZVU1E99FC079133	801105	2015	EX	DP	4503	S	8/25/2014
4VZVU1E99FC080234	530321	2015	KG	DB	4553	S	5/13/2015
4VZVU1E9XFC079044	530272	2015	KG	DB	4553	S	8/28/2014
4VZVU1E9XFC079237	801111	2015	EX	DP	4553	S	9/11/2014
4VZVU1E9XFC079254	801108	2015	EX	DP	4503	S	9/3/2014
4VZVU1E90FC079585	530302	2015	KG	DB	4553	S	2/5/2015
4VZVU1E90FC079764	530305	2015	KG	DB	4553	S	2/20/2015
4VZVU1E92FC079135	530275	2015	KG	DB	4503	S	9/2/2014
4VZVU1E94FC079122	530274	2015	KG	DB	4503	S	8/11/2014
4VZVU1E97FC079311	530287	2015	KG	DB	4599	S	9/30/2014
4VZVU1E97FC079793	530307	2015	KG	DB	4553	S	3/9/2015
4VZVU1E98FC079253	801112	2015	EX	DP	4553	S	9/15/2014
4VZVU1E99FC079763	530304	2015	KG	DB	4553	S	2/18/2015
4VZVU1E99FC079813	530306	2015	KG	DB	4553	S	3/4/2015
4VZVV1E92FC078029	801082	2015	EX	DP	4503	S	3/20/2014
4VZVU1E91FC079028	530273	2015	KG	DB	4553	S	7/18/2014
4VZVU1E93FC078026	530247	2015	KG	DB	4553	S	3/18/2014
4VZVU1E98FC078975	530271	2015	KG	DB	4503	S	7/15/2014
4VZAU1E94GC080044	904372	2016	MA	DP	4553	S	
<b>Canadian Units</b>							
VIN Number	Production #	Year	Brand	Type	Floor Plan	Chassis	Date Off Production
4VZVU1E90FC079134	530278	2015	KG	DB	4503	S	9/5/2014
4VZVU1E90FC080154	530294	2015	KG	DB	4503	S	3/31/2015
4VZVU1E91GC080472	501268	2016	LA	DP	4553	S	6/23/2015
4VZVU1E96FC079512	530296	2015	KG	DB	4503	S	12/9/2014
4VZVU1E98FC079074	801103	2015	EX	DP	4553	S	7/14/2014
4VZVU1E93FC080147	530316	2015	KG	DB	4553	S	3/26/2015
4VZVU1E93GC079436	501233	2016	LA	DP	4503	S	3/17/2015
4VZVU1E97FC079812	801157	2015	EX	DP	4503	S	4/14/2015
4VZVU1E93FC079192	801115	2015	EX	DP	4503	S	8/20/2014