

Newmar Corporation Warranty Department

Technical Service Bulletin

Date Issued	Model Year(s) Affected	TSB #
07/23/2015	2015	TSB 419 Recall 15V-375

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 type="checkbox"/>	Other	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input type="checkbox"/>		

Description

Spartan Motors Chassis, Inc. has decided that a defect which relates to motor vehicle safety exists in certain K3 model motor home chassis equipped with a tag axle suspension supplied by Reyco Granning.

Issue: The tag axle suspension hangers may move allowing the tag axle assembly to shift off center without warning. Movement of the tag axle from center may result in poor vehicle handling

Units affected: 2015 model year King Aire and Essex motorhomes with chassis built 3/26/2014 to 12/4/2014.

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

Recommended Action

REPAIR PROCEDURE

The tag axle suspension hangers will be welded to the main frame. This will be done at no charge.

Please contact the Spartan Recall Coordinator @ (855) 589-9836 for arrangement of an authorized facility to perform the correct process for your particular coach.

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

NHTSA # 15V-211

CAN Recall # 2015-180

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



July 23, 2015

IMPORTANT SAFETY RECALL

NHTSA Recall No. 15V-211

Dear Dealer or Service Manager:

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

Spartan Motors Chassis, Inc. has decided that a defect which relates to motor vehicle safety exists in certain K3 model motor home chassis equipped with a tag axle suspension supplied by Reyco Granning.

The tag axle suspension hangers may move allowing the tag axle assembly to shift off center without warning. Movement of the tag axle from center may result in poor vehicle handling. Poor vehicle handling could increase the risk of a crash.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service center for inspection/repair.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a recall letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call 1-800-393-8861 opt 0, providing the VIN number (last 8 digits) and mileage of the unit.
3. It would be helpful to verify the current owner name, address and phone number.

COMPLETING THE WORK:

1. State the steps for completing the work



DOCUMENTING THE WORK:

1. Please itemize the identified recall number 15V-211 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the chassis VIN as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected chassis by calling Spartan Chassis at 1-800-393-8861 opt 0 for verification.
2. Complete the work as instructed in bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Chassis Customer Product Support Department at 1-800-393-8861 opt 1.
2. If you have questions regarding warranty claims, call 1-800-393-8861 opt 1.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Spartan Chassis, Inc.

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4VZVU1E9XFC079481	530297	2015	KG	DB	4553	S	11/11/2014	11/20/2014
4VZVU1E91FC079255	530282	2015	KG	DB	4553	S	9/18/2014	9/29/2014
4VZVU1E91FC079577	801128	2015	EX	DP	4553	S	10/23/2014	11/3/2014
4VZVU1E98FC078684	801096	2015	EX	DP	4553	S	5/6/2014	5/14/2014
4VZVU1E93FC079239	530281	2015	KG	DB	4553	S	9/12/2014	9/23/2014
4VZVU1E9XFC079044	530272	2015	KG	DB	4553	S	8/20/2014	8/28/2014
4VZVU1E98FC079429	530292	2015	KG	DB	4553	S	10/30/2014	11/7/2014
4VZVU1E93FC079080	530277	2015	KG	DB	4553	S	8/4/2014	8/12/2014
4VZVU1E92FC079121	801116	2015	EX	DP	4553	S	7/29/2014	8/7/2014
4VZVU1E96FC079042	801099	2015	EX	DP	4553	S	6/11/2014	6/19/2014
4VZVU1E91FC079028	530273	2015	KG	DB	4553	S	7/10/2014	7/18/2014
4VZVU1E98FC079527	801134	2015	EX	DP	4553	S	10/7/2014	10/15/2014
4VZVU1E95FC079081	530276	2015	KG	DB	4553	S	8/8/2014	8/19/2014
4VZVU1E96FC078974	530268	2015	KG	DB	4553	S	6/24/2014	7/10/2014
4VZVU1E98FC079284	530284	2015	KG	DB	4553	S	9/25/2014	10/6/2014
4VZVU1E9XFC079254	801108	2015	EX	DP	4503	S	8/22/2014	9/3/2014
4VZVU1E97FC079079	801113	2015	EX	DP	4553	S	7/18/2014	7/29/2014
4VZVU1E92FC079135	530275	2015	KG	DB	4503	S	8/21/2014	9/2/2014
4VZVU1E96FC079350	530288	2015	KG	DB	4553	S	10/14/2014	10/22/2014
4VZVU1E94FC079430	530293	2015	KG	DB	4553	S	11/4/2014	11/12/2014
4VZVU1E99FC079360	530289	2015	KG	DB	4553	S	10/21/2014	10/29/2014
4VZVU1E94FC079122	530274	2015	KG	DB	4503	S	7/31/2014	8/11/2014
4VZVU1E9XFC078492	530260	2015	KG	DB	4503	S	5/9/2014	5/21/2014
4VZVU1E91FC079482	530295	2015	KG	DB	4553	S	12/4/2014	12/15/2014
4VZVU1E95FC078027	530255	2015	KG	DB	4503	S	3/26/2014	4/3/2014
4VZVU1E96FC079073	801102	2015	EX	DP	4503	S	6/20/2014	7/9/2014
4VZVU1E95FC079193	801121	2015	EX	DP	4553	S	8/18/2014	8/27/2014
4VZVU1E9XFC079318	801124	2015	EX	DP	4553	S	9/17/2014	9/26/2014
4VZVU1E91FC079580	801148	2015	EX	DP	4553	S	11/6/2014	11/17/2014
4VZVU1E98FC079043	530270	2015	KG	DB	4553	S	7/14/2014	7/22/2014
4VZVU1E93FC079578	801140	2015	EX	DP	4553	S	10/30/2014	11/10/2014
4VZVU1E96FC079283	530283	2015	KG	DB	4553	S	9/24/2014	10/2/2014
4VZVU1E97FC079311	530287	2015	KG	DB	4599	S	9/19/2014	9/30/2014
4VZVU1E99FC079133	801105	2015	EX	DP	4503	S	8/14/2014	8/25/2014
4VZVU1E98FC079348	801129	2015	EX	DP	4503	S	9/22/2014	10/1/2014
4VZVU1E9XFC079075	530269	2015	KG	DB	4503	S	7/25/2014	8/5/2014
4VZVU1E95FC079310	801120	2015	EX	DP	4553	S	9/4/2014	9/12/2014
4VZVU1E94FC078973	530262	2015	KG	DB	4553	S	6/9/2014	6/18/2014
4VZVU1E97FC079194	530279	2015	KG	DB	4553	S	9/9/2014	9/17/2014
4VZVU1E99FC079309	801123	2015	EX	DP	4503	S	9/11/2014	9/19/2014
4VZVU1E98FC078491	801100	2015	EX	DP	4503	S	6/12/2014	6/23/2014
4VZVU1E9XFC079349	801127	2015	EX	DP	4503	S	9/29/2014	10/8/2014
4VZVU1E9XFC079576	801135	2015	EX	DP	4553	S	10/16/2014	10/24/2014
4VZVU1E90FC079361	530290	2015	KG	DB	4503	S	10/22/2014	10/30/2014
4VZVU1E91FC079238	530280	2015	KG	DB	4553	S	9/16/2014	9/24/2014
4VZVU1E91FC079319	530286	2015	KG	DB	4553	S	10/1/2014	10/10/2014
4VZVU1E91FC079563	801133	2015	EX	DP	4503	S	10/9/2014	10/17/2014
4VZVU1E95FC079386	530291	2015	KG	DB	4553	S	10/29/2014	11/6/2014
4VZVU1E95FC079579	801141	2015	EX	DP	4553	S	10/28/2014	11/5/2014
4VZVU1E96FC079428	801132	2015	EX	DP	4503	S	10/3/2014	10/13/2014
4VZVU1E98FC079320	530285	2015	KG	DB	4503	S	10/6/2014	10/15/2014
4VZVU1E98FC079480	801125	2015	EX	DP	4553	S	10/10/2014	10/20/2014
4VZVU1E94FC079282	801118	2015	EX	DP	4553	S	8/29/2014	9/10/2014
4VZVU1E90FC079120	801106	2015	EX	DP	4553	S	7/22/2014	7/31/2014
4VZVU1E9XFC079237	801111	2015	EX	DP	4553	S	9/2/2014	9/11/2014
4VZVU1E98FC079253	801112	2015	EX	DP	4553	S	9/5/2014	9/15/2014
4VZVU1E98FC078975	530271	2015	KG	DB	4503	S	7/7/2014	7/15/2014

Canadian Units

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4VZVU1E90FC079134	530278	2015	KG	DB	4503	S	8/26/2014	9/5/2014
4VZVU1E93FC079192	801115	2015	EX	DP	4503	S	8/11/2014	8/20/2014
4VZVU1E98FC079074	801103	2015	EX	DP	4553	S	6/25/2014	7/14/2014