

NEWMAR CORPORATION WARRANTY DEPARTMENT

RECALL SERVICE BULLETIN

DATE ISSUED

12/01/2016

MODEL YEAR(S) AFFECTED

2015

RSB #

469

BRAND

Bay Star Sport	☐	Ventana	☐	Essex	☐
Bay Star	☐	Dutch Star	☒	King Aire	☐
Canyon Star	☐	Mountain Aire	☐	Other	☐
Ventana LE	☐	London Aire	☐		

DESCRIPTION

Daimler Trucks North America has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Freightliner chassis. In response, Newmar is publishing recall NHTSA# 16V 721 TC# 2016-488.

Issue: On certain motorhomes built with a heavier adjustable straight foot pedal, the brake activation signal to certain towed devices may not deactivate when the motorhome service brakes are released. If the brake activation signal to a towed device remains active when the motorhome chassis service brakes are released, the brakes on a towed device may remain engaged depending on the brake configuration of the trailer. A towed device with incorrectly operating brakes may increase the risk of a crash.

Units affected: See the attached population list for unit and VIN numbers.

RECOMMENDED ACTION

Correction: The brake pedal assembly will be modified. Repairs will be performed by Daimler Trucks North America authorized service centers.

Repair Procedure: Contact Daimler Trucks North America LLC at (800)547-0712, or e-mail them at DTNA.Warranty.Campaigns@Daimler.com to locate a qualified service center near you. Schedule an appointment to perform the recall correction at an authorized DTNA repair center.

Flat Rate Code: 16v 721

Labor Time: DTNA has set the labor times to .1 hour for inspection only and 1.1 hours for inspection and replacement of the torsion spring.

Note: Newmar will not be authorizing this repair. DTNA will authorize and schedule this repair. If you need assistance contacting DTNA, contact Newmar at (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: November 14, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 16V 721

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. 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. 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

In response to notification from Daimler Trucks North America, Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motorhomes built on Freightliner chassis.

On certain motorhomes built with a heavier adjustable straight foot pedal, the brake activation signal to certain towed devices may not deactivate when the motorhome service brakes are released. If the brake activation signal to a towed device remains active when the motorhome chassis service brakes are released, the brakes on a towed device may remain engaged depending on brake configuration of the trailer. A towed device with incorrectly operating brakes could increase the risk of a crash. Correction: DTNA will modify the affected assembly at no cost to the owner.

Motorhomes included in this recall include: 2015 Dutch Star motorhomes.

These motorhomes 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

DTNA 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: November 14, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: # 2016-488

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. 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. If the condition is not remedied within a reasonable time, they are instructed to contact Transport Canada.

REASON FOR THIS RECALL

In response to notification from Daimler Trucks North America, Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motor homes built on Freightliner chassis.

On certain motorhomes equipped with a heavier weight adjustable straight foot pedal, the brake activation signal to certain towed devices may not deactivate when the motorhome service brakes are released. If the brakes of a towed vehicle were to remain engaged, it could result in a loss of vehicle control, increasing the risk of a crash causing injury and/or damage to property. Correction: Daimler Trucks North America authorized service facilities will modify the affected assembly.

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

Motorhomes included in this recall: 2015 model year Dutch Star built between 07/15/2014 and 07/23/2014.

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

Daimler Trucks North America 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

November 2016
FL723AB
NHTSA #16V-654

Subject: FCCC Motorhome Brake Lights and Towed Device Brakes (Straight Pedal)

Models Affected: Specific Freightliner Custom Chassis XCL, XCM, and XCR chassis manufactured December 21, 2012, through December 22, 2015, and equipped with a certain adjustable foot pedal.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 1,987 vehicles involved in this campaign.

On certain motorhome chassis equipped with a certain adjustable foot pedal, the brake activation signal to the brake lights and to certain towed devices may not deactivate when the motorhome service brakes are released. This may cause the motorhome brake lights to potentially remain illuminated, and additionally may cause the brakes on the towed device to remain engaged, depending on brake configuration. A towed device with incorrectly operating brakes could increase the risk of a crash.

To remedy the issue, a new torsion spring will be added to the pedal assembly to improve the pedal return.

Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL723AB, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL723AB

Campaign Number	Part Description	Part Number	Qty. per VIN
FL723AB	SPRING-TORSION,RETURN	12-27994-000	1 ea
	PIN,COTTER,3/32 X 3/4,	23-12066-006	1 ea
	COMPLETION STICKER	WAR260	1 ea

Table 1

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Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL723AB	Inspect for torsion spring only	0.1	996-0989A	06-Inspect
	Inspect and install torsion spring	1.1	996-0989B	12-Repair Recall/Campaign

Table 2

IMPORTANT: When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Recall Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL723A or FL723B**).
- In the Primary Failed Part Number field, enter **25-FL723-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.4 hours.
- For OWL, the VMRS Component Code is **013-005-001** and the Cause Code is **A1 - Campaign**.
- **U.S. and Canada -- Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines for this recall.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets

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and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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NHTSA #16V-654

Copy of Notice to Owners

Subject: FCCC Motorhome Brake Lights and Towed Device Brakes (Straight Pedal)

For the Notice to U.S. Customers: This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Custom Chassis XCL, XCM, and XCR chassis manufactured December 21, 2012, through December 22, 2015, and equipped with a certain adjustable foot pedal.

On certain motorhome chassis equipped with a certain adjustable foot pedal, the brake activation signal to the brake lights and to certain towed devices may not deactivate when the motorhome service brakes are released. This may cause the motorhome brake lights to potentially remain illuminated, and additionally may cause the brakes on the towed device to remain engaged depending on brake configuration. A towed device with incorrectly operating brakes could increase the risk of a crash.

To remedy the issue, a new torsion spring will be added to the pedal assembly to improve the pedal return.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com / Contact Us / Find a Dealer. The Recall will take approximately one hour and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

For the Notice to U.S. Customers: If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>. **For the Notice to Canadian Customers:** If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

November 2016
FL723AB
NHTSA #16V-654

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

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Work Instructions

Subject: FCCC Motorhome Brake Lights and Towed Device Brakes (Straight Pedal)

Models Affected: Specific Freightliner Custom Chassis XCL, XCM, and XCR chassis manufactured December 21, 2012, through December 22, 2015, and equipped with a certain adjustable foot pedal.

Torsion Spring Installation

1. Check the base label (Form WAR259) for a completion sticker for FL723 (Form WAR260), indicating this work has been done. The base label is usually located on the front wall under the dash. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Inspect the brake pedal assembly for a torsion spring. See [Fig. 1](#), item 1.

If a torsion spring is found, no further work is needed. Clean a spot on the base label (Form WAR259). Write the recall number, FL723, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this campaign has been completed.

If no torsion spring is found, proceed to the next step.

NOTE: Two technicians are needed to remove and install the accelerator assembly; the mounting bolts are on the outside of the firewall.

4. Remove the accelerator assembly.
5. Remove and discard the cotter pin. See [Fig. 1](#), item 2.

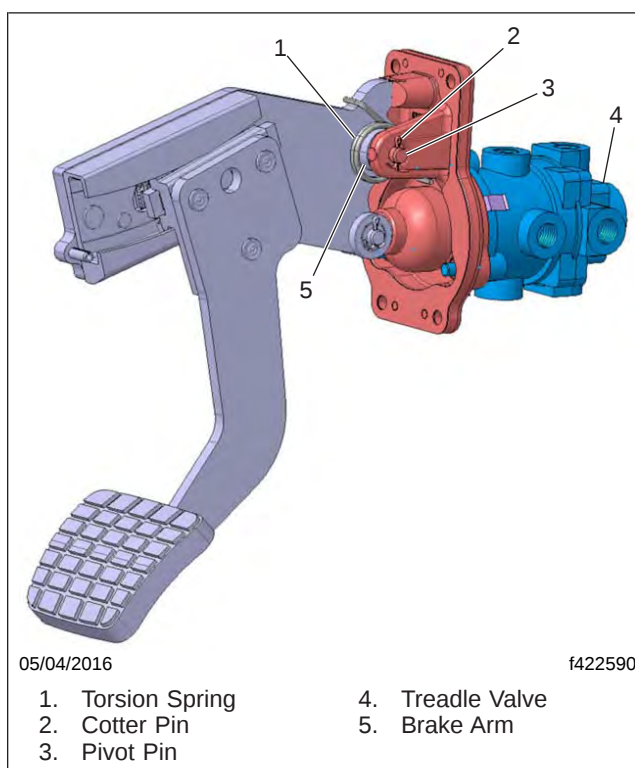


Fig. 1, Brake Pedal Assembly

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6. Using a blunt tool, push the pivot pin out.
7. Install the new torsion spring on the service brake pedal. See [Fig. 1](#), item 1.
8. Install the pivot pin removed earlier.
9. Install the new cotter pin, bending the ends of the pin over to secure it in place.
10. Install the accelerator assembly.
11. Start the vehicle. When the air tanks have reached approximately 65 to 76 psi (448 to 524 kPa), depress and release the brake pedal several times. Exit the vehicle and verify that the brake lights are not activated.
12. Clean a spot on the base label (Form WAR259). Write the recall number, FL723, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this campaign has been completed.

USA Units

VIN Number	Prod#	Year	Brand	Type	Floorplan	Chassis	StateShipped	DateIn	DateOff
4UZACHCY0FCGK5189	605134	2015	DS	DP	3736	FL	IN	9/9/2014	9/18/2014
4UZFCHCY0FCGK5196	605147	2015	DS	DP	4369	FL	TX	9/10/2014	9/18/2014
4UZFCHCY0FCGK7885	605099	2015	DS	DP	4312	FL	FL	8/15/2014	8/26/2014
4UZFCHCY2FCGK7886	605067	2015	DS	DP	4369	FL	CO	8/27/2014	9/5/2014
4UZFCHCY5FCGK7882	605053	2015	DS	DP	4002	FL	CA	7/24/2014	8/4/2014
4UZFCHCY7FCGK7883	605017	2015	DS	DP	4369	FL	IN	8/12/2014	8/21/2014
4UZFCHCY9FCGK7884	605124	2015	DS	DP	4369	FL	FL	8/8/2014	8/19/2014

Canadian Units

VIN Number	Prod#	Year	Brand	Type	Floorplan	Chassis	StateShipped	DateIn	DateOff
4UZFCHCY3FCGK7881	605081	2015	DS	DP	4018	FL	CN	7/15/2014	7/23/2014