

NEWMAR CORPORATION WARRANTY DEPARTMENT

RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
8/18/2016	2017	461

BRAND

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

Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motorhomes. NHTSA#: 16V 512 TC#: 2016-376

Issue: On certain motorhomes manufactured by Newmar Corporation, the interior front slideout fascia wood trim has the potential to separate from the slideout. If the fascia trim separates from the slideout it could possibly make contact with the occupants causing loss of control of the vehicle resulting in a crash or injury/damage.

This recall applies only to specific 2017 Dutch Star, Mountain Aire, London Aire, Essex, and King Aire coaches. Please check the attached population list for specific unit numbers.

RECOMMENDED ACTION

Correction: Authorized Newmar Service Facilities will secure the fascia trim to the slideout.

Service Procedure: Follow attached work instructions to secure the interior front slideout fascia for recall. Also check and secure rear fascia as needed. Call the Newmar Parts Department at (800) 561-5790 to order parts for this recall. The parts will be sent to the Authorized Service Facility. No prior authorization is needed to complete repair. For technical assistance contact the Newmar Service Department at (866) 290-5371.

Flat Rate Code: 16v 512

Labor Time: .2hr

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



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: July 29, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 16V 512

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

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

On Certain motorhomes manufactured by Newmar Corporation, the front fascia wood trim has the potential to separate from the slide out. If the fascia trim separates from the slide out it could possibly make contact with the occupants causing loss of control of the vehicle resulting in a crash or injury/damage. Correction: Newmar will secure the fascia trim to the slide out.

The 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

Newmar Corporation 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: July 29, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: # 2016-376

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

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

On certain motorhomes, the front fascia wood trim could separate from the slide out. If this occurs, the slide out could come in contact with the driver or passenger which could cause a loss of vehicle control, increasing the risk of a crash causing injury and/or damage to property. Correction: Dealers will secure the fascia trim to the slide out.

Motorhomes included in this recall include: 2017 Dutch Star and London Aire motorhomes.

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

This recall applies to certain Newmar motorhomes built between 2/15/2016 and 6/16/2016.

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

Newmar 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

How to Secure Fascia at Front of HWH Flat Floor Slideout

Relevant Coaches

Brand: Dutch Star, Mountain Aire, London Aire, Essex, King Aire
Year(s): Early 2017 Models
Floorplan: All floorplans with HWH Flat Floor Slideout

Issue

Recall 16V 512: The front fascia wood trim has the potential to separate from the slideout. If the fascia front trim separates from the slideout, it could possibly make contact with the occupants of the motorhome, causing loss of control of the vehicle resulting in a crash or injury/damage.

Action

Follow the service procedure below to correct the condition. The approximate time to complete this repair is two tenths of an hour (.2 hr).

Necessary Tools & Replacement Parts

Screw Gun
6" x #2 Square Bit
Flashlight

Part Name	Part Quantity	Newmar Part Number
#8 x 1 1/4" Washer Head Screw	.004 (4 Washer Head Screws)	25826



Due to the recall status, dealers are unable to place a Comnet order for the screws. Call the Newmar Parts Department @ (800)561-5790 to order parts. They will be sent at no charge.

Service Procedure



Front Fascia Instructions



Step 1

Verify the coach has a HWH Flat Floor Slideout and determine which side of the unit it is on (this will vary by model and floorplan). Check the recall population list for the coach number. Early 2017 model year coaches were built with the front slideout fascia being attached with magnets and will need to be secured with screws.



There is no need to remove the existing magnets or steel plates in order to secure the fascia with screws.

Step 2

Move the driver or passenger seat forward, and retract the HWH Flat Floor Slideout.

Step 3

Install a minimum of three screws on the front vertical slide fascia column. The screws will need to be installed from the back side of the structural fascia close to the steel frame of the HWH system. Screws should be placed within one foot of the bottom, within one foot of the top and near the middle of the column (avoiding the magnet and steel plate). The exact placement of the screws is not as important as securing the decorative fascia's wood backers to the structural fascia.



On London Aire coaches, the decorative fascia does not have a solid back. Pull the fascia off and mark the backer's location, then install screws from the back side of the fascia into the backer areas as explained above.

Be aware of the magnet and steel magnet backer locations. Do NOT run screws in these locations. The front vertical decorative fascia can be pulled off to determine the exact locations of the magnets.



On King Aire coaches, install an additional screw into the top fascia block, as it is separate from the vertical column.



The screw should be installed on the opposite side of the steel HWH frame and near the outer edge of the structural fascia to miss steel magnet plate.

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4VZVU1E92HC	530361	2017	KG	DB	4519 S		1/22/2016	2/1/2016
4UZFCHCYXHC	606083	2017	DS	DP	4018 FL		5/16/2016	5/25/2016
4UZACHCY4HC	605954	2017	DS	DP	3736 FL		2/16/2016	2/24/2016
4UZFCHCY9HC	605925	2017	DS	DP	4054 FL		1/26/2016	2/3/2016
4UZFCHCY5HC	606079	2017	DS	DP	4369 FL		5/19/2016	5/27/2016
4UZFCHCY8HC	606074	2017	DS	DP	4369 FL		6/1/2016	6/9/2016
4UZFCHCY6HC	606076	2017	DS	DP	4369 FL		6/2/2016	6/10/2016
4UZFCHCY9HC	606061	2017	DS	DP	4369 FL		5/18/2016	5/26/2016
4UZFCHCYXHC	605953	2017	DS	DP	4369 FL		2/24/2016	3/4/2016
4VZAU1E96HC	904443	2017	MA	DP	4519 S		12/4/2015	12/11/2015
4UZFACTBG4HC	904473	2017	MA	DP	4553 FL		5/23/2016	6/2/2016
4UZFCHCY2HC	606071	2017	DS	DP	4369 FL		5/31/2016	6/8/2016
4UZFCHCY3HC	606064	2017	DS	DP	4018 FL		5/25/2016	6/3/2016
4UZFCHCY0HC	606065	2017	DS	DP	4310 FL		5/31/2016	6/8/2016
4VZVU1E99HC	501339	2017	LA	DP	4533 S		5/12/2016	5/20/2016
4UZFCHCY8HC	606049	2017	DS	DP	4369 FL		5/12/2016	5/23/2016
4UZFCHCY8HC	606051	2017	DS	DP	4018 FL		5/16/2016	5/24/2016
4VZVU1E92HC	530371	2017	KG	DB	4519 S		5/13/2016	5/25/2016
4UZFCHCY3HC	606052	2017	DS	DP	4369 FL		5/18/2016	5/26/2016
4UZFCHCY7HC	606050	2017	DS	DP	4369 FL		5/17/2016	5/26/2016
4VZAU1E97HC	904469	2017	MA	DP	4553 S		5/19/2016	5/27/2016
4VZVU1E9XHC	801212	2017	EX	DP	4519 S		5/24/2016	6/3/2016
4VZVU1E90HC	501327	2017	LA	DP	4513 S		12/9/2015	12/16/2015
4VZVU1E99HC	801196	2017	EX	DP	4553 S		12/14/2015	1/7/2016
4UZFACTBG1HC	801202	2017	EX	DP	4533 FL		2/2/2016	2/10/2016
4UZFACTBG3HC	904458	2017	MA	DP	4513 FL		2/5/2016	2/15/2016
4VZVU1E94HC	501337	2017	LA	DP	4553 S		2/10/2016	2/18/2016
4UZFCHCY0HC	606056	2017	DS	DP	4310 FL		5/20/2016	5/31/2016
4UZFCHCY2HC	606057	2017	DS	DP	4310 FL		5/20/2016	6/1/2016
4UZFCHCY8HC	606060	2017	DS	DP	4311 FL		5/18/2016	6/1/2016
4UZFCHCY6HC	606058	2017	DS	DP	4369 FL		5/23/2016	6/2/2016
4UZFACTBG0HC	801215	2017	EX	DP	4519 FL		5/26/2016	6/6/2016
4UZACHCY1GC	606107	2017	DS	DP	3736 FL		6/3/2016	6/13/2016
4UZFACTBG1HC	501441	2017	LA	DP	4553 FL		5/24/2016	6/2/2016
4UZFACTBG6HC	904470	2017	MA	DP	4553 FL		5/27/2016	6/7/2016
4UZFCHCY5HC	606126	2017	DS	DP	4018 FL		6/6/2016	6/14/2016
4UZFCHCY1HC	606082	2017	DS	DP	4018 FL		5/25/2016	6/6/2016
4UZFCHCYXHC	606134	2017	DS	DP	4369 FL		5/27/2016	6/7/2016
4UZACHCY5GC	606135	2017	DS	DP	3736 FL		6/7/2016	6/15/2016
4VZVU1E90HC	530365	2017	KG	DB	4584 S		2/9/2016	2/17/2016
4UZFACTBG0HC	501448	2017	LA	DP	4553 FL		6/13/2016	6/21/2016
4UZFCHCY5HC	606124	2017	DS	DP	4018 FL		6/20/2016	6/28/2016
4UZFCHCY8HC	606086	2017	DS	DP	4311 FL		6/20/2016	6/28/2016
4VZVU1E90HC	530373	2017	KG	DB	4584 S		6/20/2016	6/28/2016
4UZFACTBG5HC	904476	2017	MA	DP	4525 FL		6/17/2016	6/28/2016
4UZACHCY0HC	606094	2017	DS	DP	3736 FL		6/23/2016	7/11/2016

Canadian Units

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4UZFCHCY9HC	606120	2017	DS	DP	4369 FL		5/26/2016	6/6/2016
4UZFCHCYXHC	605895	2017	DS	DP	4369 FL		2/15/2016	2/23/2016