

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
10/14/2016	2015-2017	463

### BRAND

Bay Star Sport	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Essex	<input type="checkbox"/>
Bay Star	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	King Aire	<input type="checkbox"/>
Canyon Star	<input checked="" type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	Other	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input type="checkbox"/>		

### DESCRIPTION

Newmar Corporation has decided that a defect relating to motor vehicle safety exists in specific motorhomes.  
NHTSA# 16V 699 TC# 2016-476

On certain motorhomes manufactured by Newmar Corporation, the wheelchair access door with the power lock option may not operate as designed.

**Issue:** If the remote key fob is pressed while the motorhome is moving, the wheelchair access door could open, increasing the risk of a crash and/or property damage.

**Correction:** Dealers will add a relay harness to prevent the wheelchair access door from opening while the vehicle is in transit.

### RECOMMENDED ACTION

**Customer Action:** Contact the Newmar service department immediately at (800)731-8300. An associate will assist you in making an appointment to have this repair completed by Newmar or an Authorized Service Facility.

**Dealer Action:** Call the Newmar service department at (866)290-5371 to obtain authorization and order parts for recall 16v 699. The parts will be sent to the Authorized Service Facility.

Follow the attached work instructions to complete and test the addition of the relay to disable the wheelchair door operation while the ignition switch is in the run position.

**Flat Rate Code: 16v 699**

**Labor Time: .5 hr. (Prior authorization required)**

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



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: October 5, 2016  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 16V 699

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 motorhomes.*

On certain motorhomes manufactured by Newmar Corporation, the wheelchair access door with power lock option may not operate as designed. If the remote key fob is pressed while the motorhome is moving the wheelchair access door could open. This could increase the risk of a crash and/or property damage. Correction: Dealers will add a relay harness to prevent the wheelchair access door from opening when the vehicle is in transit.

Motorhomes included in this recall include: 2015-2017 Canyon Star motorhomes built between 6/5/2014 and 9/6/2016.

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**

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



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: October 5, 2016  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 2016-476

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 motorhomes.*

On certain motorhomes, the wheelchair access door with power lock option may not operate as designed. If the remote key fob is pressed while the motorhome is moving, the wheelchair access door could open. This could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will add a relay harness to prevent the wheelchair access door from opening when the vehicle is in transit.

Motorhomes included in this recall include: 2016-2017 Canyon Star

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

This recall applies to certain Newmar Canyon Star motor homes built between 08/06/2015 and 06/20/2016.

## **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 Add the Ignition Lock Out Feature to a Power Wheelchair Door

Work instructions for Recall # 16V-699. Applies to some 2015, 2016, and 2017 Canyon Star Class A motorhomes manufactured between 6/5/2014 and 9/6/2016. This recall only applies to the 3911 floorplan with the power wheelchair door option.

### Relevant Coaches

Model: Canyon Star  
Year(s): 2015, 2016, 2017  
Floorplan: 3911

### Issue

Recall 16V 699 for Newmar Power Wheelchair Door, which can open during transit if the remote key fob is activated.

### Action

Follow the service procedure below to correct the condition. The approximate time to complete this repair is one-half of an hour (0.5 hr).

### Necessary Tools and Replacement Parts

Wire Cutter or Wire Stripper
Screw Gun with a Square Bit
Wire Crimper
Flashlight or Drop Light

Part Name	Part Quantity	Newmar Part Number
Relay Assembly	1 ea.	19829
Yellow Butt Connector	2 ea.	10594
Yellow or Blue Reducing Butt Connector	1 ea.	107152
Blue Ring Terminal	1 ea.	22664
Red Butt Connector	1 ea.	16768
Orange 16 Gauge Wire	4 ft.	24220
3/8" Black Conduit Flexible	4 ft.	107191
Black Wire Tie	3 ea.	10643

### Service Procedure

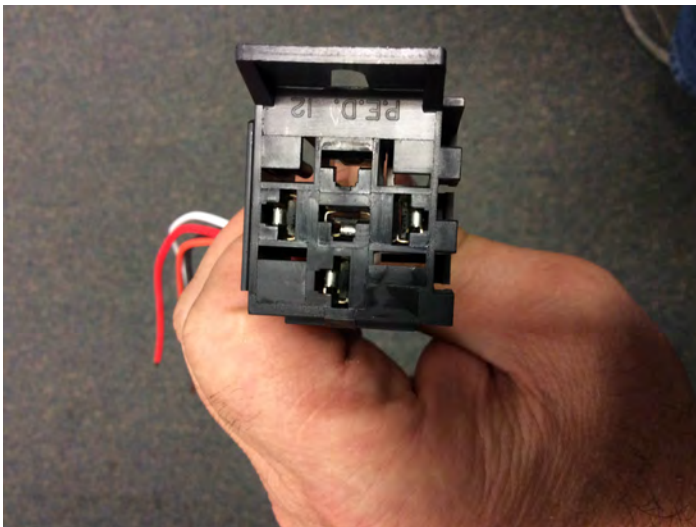


## Relay Removal, Modification, and Re-installation



Terminal Before Modification

1. Modify the relay harness by removing the 87a relay.
2. Move the brown wire from the 87 "normally open" position to the 87a "normally closed" position.



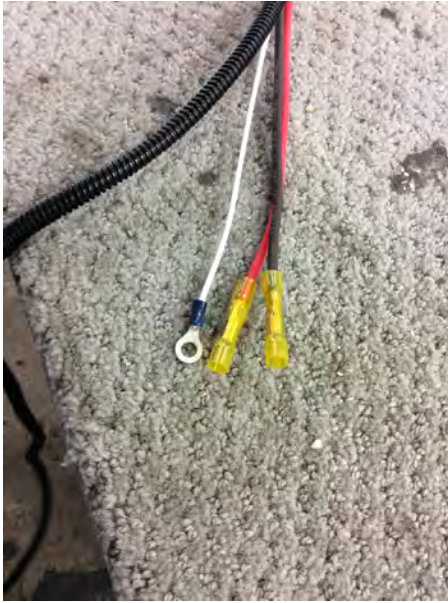
Terminal After Modification

3. Release the brown wire terminal using a terminal tool, small blade screwdriver, or a paper clip. Make sure the clip on the terminal holds the brown wire securely in the new location, and bend the tab out if necessary.
4. Then re-install the relay.

## Relay Harness Preparation



5. Prepare the relay before starting install by stripping all four wires back about 3/8".
6. Crimp the yellow butt connectors to the red and brown wires.



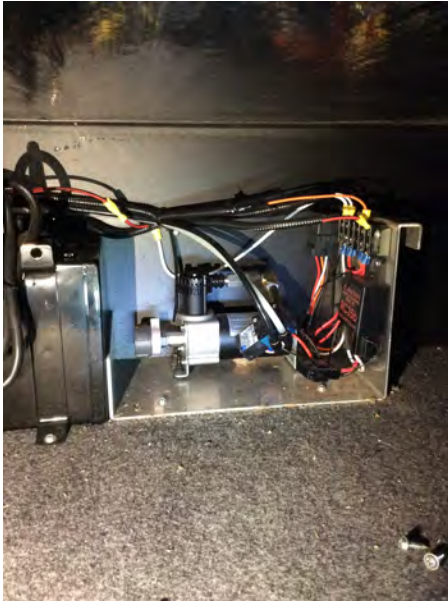
7. Crimp the blue ring terminal to the white wire.
8. Then crimp the four foot orange wire to the orange relay wire using the red butt connector.
9. Add the 3/8" loom to orange wire only.

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### Relay Harness Installation



10. Remove the cover around the door control.



11. Locate the main red power feed wire, and trace back several inches until you locate the yellow butt connector.



12. Cut the wire on both sides of the butt connector.

13. Strip the wires.



14. Connect the relay's red wire to the power (feed) side of the wire using a yellow butt connector.



15. Connect the brown relay wire to the red wire where the yellow butt connector was removed on the terminal block side.



16. Locate the pink wire with a green stripe connecting to the slideout modules nearby.

17. Trace the wire back in loom to find a convenient spot to connect the orange wire from the relay.

18. Modify the length of the orange wire (if necessary), depending on where you can attach it to the pink wire with the green stripe.

19. Cut the pink and green wire, and strip both ends.



20. Use a yellow to blue butt connector to attach the orange wire to the pink and green wires.

21. Crimp two wires in the yellow side and one wire in the blue side.

22. Strap the orange wire with loom if necessary.



23. Remove the white ground wire to the ground at the steel frame by removing the existing screw.

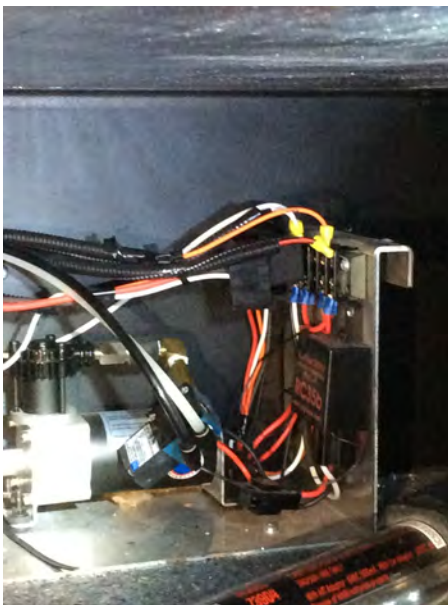
24. Install the new white ground wire from the relay with the existing ground wire by reinstalling screw with star washer against steel frame.

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### Testing for Proper Operation

25. Test the operation of the power door and key fob with the key in the off position. Make sure it works.

26. Test the operation of the power door and key fob with the key in the run position. Make sure it does not work.



27. Use a wire tie to secure the relay to the wiring.



28. Reinstall the cover around the door control.

VIN Number	Prod#	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
1F66F5DYXF0	161401	2015	CS	CA	3911	F	1/27/2015	2/5/2015
1F66F5DY7F0	161583	2015	CS	CA	3911	F	4/16/2015	4/24/2015
1F66F5DY1F0	161377	2015	CS	CA	3911	F	1/8/2015	1/19/2015
1F66F5DY2G0	161834	2016	CS	CA	3911	F	3/24/2016	4/4/2016
1F66F5DY0F0	161535	2015	CS	CA	3911	F	12/15/2014	1/9/2015
1F66F5DY4F0	161561	2015	CS	CA	3911	F	3/20/2015	3/31/2015
1F66F5DY3G0	161852	2016	CS	CA	3911	F	4/6/2016	4/18/2016
1F66F5DYXG0	161832	2016	CS	CA	3911	F	1/25/2016	2/2/2016
1F66F5DY2G0	161886	2016	CS	CA	3911	F	5/6/2016	5/16/2016
1F66F5DY5G0	161706	2016	CS	CA	3911	F	7/27/2015	8/4/2015
1F66F5DY2G0	161688	2016	CS	CA	3911	F	8/4/2015	8/12/2015
1F66F5DY3E0	161359	2015	CS	CA	3911	F	10/2/2014	10/10/2014
1F66F5DY8F0	161521	2015	CS	CA	3911	F	11/20/2014	12/2/2014
1F66F5DY6F0	161380	2015	CS	CA	3911	F	12/4/2014	12/12/2014
1F66F5DY4G0	161880	2016	CS	CA	3911	F	4/14/2016	4/22/2016
1F66F5DY1E0	161357	2015	CS	CA	3911	F	9/30/2014	10/9/2014
1F66F5DY1E0	161284	2015	CS	CA	3911	F	6/5/2014	6/18/2014
1F66F5DY1G0	161658	2016	CS	CA	3911	F	7/21/2015	7/29/2015
1F66F5DY0G0	161687	2016	CS	CA	3911	F	7/23/2015	7/31/2015
1F66F5DY8G0	161873	2016	CS	CA	3911	F	4/4/2016	4/15/2016
1F66F5DY0F0	161569	2015	CS	CA	3911	F	4/30/2015	5/8/2015
1F66F5DY4G0	161887	2016	CS	CA	3911	F	5/9/2016	5/17/2016
1F66F5DY5F0	161603	2015	CS	CA	3911	F	3/27/2015	4/7/2015
1F66F5DY5G0	161902	2017	CS	CA	3911	F	6/8/2016	6/16/2016
1F66F5DY1G0	161772	2016	CS	CA	3911	F	11/12/2015	11/20/2015
1F66F5DY9F0	161551	2015	CS	CA	3911	F	2/9/2015	2/17/2015
1F66F5DY8F0	161406	2015	CS	CA	3911	F	11/6/2014	11/14/2014
1F66F5DYXG0	161741	2016	CS	CA	3911	F	11/9/2015	11/17/2015
1F66F5DY9F0	161520	2015	CS	CA	3911	F	11/19/2014	12/2/2014
1F66F5DY8G0	161905	2017	CS	CA	3911	F	6/27/2016	7/13/2016
1F66F5DY4G0	161740	2016	CS	CA	3911	F	12/1/2015	12/8/2015
1F66F5DY9G0	161884	2016	CS	CA	3911	F	4/21/2016	4/29/2016
1F66F5DY4G0	161710	2016	CS	CA	3911	F	8/7/2015	8/17/2015
1F66F5DY8F0	161588	2015	CS	CA	3911	F	5/20/2015	5/29/2015
1F66F5DY5G0	161869	2016	CS	CA	3911	F	3/21/2016	3/30/2016
1F66F5DY7G0	161870	2016	CS	CA	3911	F	3/22/2016	3/30/2016
1F66F5DY0E0	161358	2015	CS	CA	3911	F	9/26/2014	10/6/2014
1F66F5DY1E0	161341	2015	CS	CA	3911	F	10/10/2014	10/21/2014
1F66F5DY2G0	161735	2016	CS	CA	3911	F	10/23/2015	11/2/2015
1F66F5DY8G0	161857	2016	CS	CA	3911	F	2/9/2016	2/16/2016
1F66F5DY3E0	161360	2015	CS	CA	3911	F	9/19/2014	9/30/2014
1F66F5DY7E0	161333	2015	CS	CA	3911	F	8/28/2014	9/9/2014
1F66F5DYXF0	161627	2016	CS	CA	3911	F	6/23/2015	7/10/2015
1F66F5DYXF0	161522	2015	CS	CA	3911	F	11/21/2014	12/3/2014
1F66F5DY5G0	161681	2016	CS	CA	3911	F	7/16/2015	7/27/2015
1F66F5DY5F0	161623	2015	CS	CA	3911	F	6/8/2015	6/17/2015
1F66F5DY5E0	161354	2015	CS	CA	3911	F	9/3/2014	9/11/2014
1F66F5DY7G0	161631	2016	CS	CA	3911	F	7/27/2015	8/4/2015

VIN Number	Prod#	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
1F66F5DY3G0	[REDACTED]	161793	2016 CS	CA	3911 F		2/15/2016	2/23/2016
1F66F5DY8G0	[REDACTED]	161843	2016 CS	CA	3911 F		3/18/2016	3/29/2016
1F66F5DY2G0	[REDACTED]	161955	2017 CS	CA	3911 F		8/19/2016	8/29/2016
1F66F5DY3G0	[REDACTED]	161897	2017 CS	CA	3911 F		6/7/2016	6/16/2016
1F66F5DYXG0	[REDACTED]	161958	2017 CS	CA	3911 F		8/26/2016	9/6/2016
1F66F5DYXF0	[REDACTED]	161404	2015 CS	CA	3911 F		11/4/2014	11/12/2014
1F66F5DYXG0	[REDACTED]	161759	2016 CS	CA	3911 F		11/11/2015	11/19/2015
1F66F5DY2G0	[REDACTED]	161760	2016 CS	CA	3911 F		11/10/2015	11/18/2015
1F66F5DY6G0	[REDACTED]	161858	2016 CS	CA	3911 F		2/10/2016	2/18/2016
1F66F5DY5G0	[REDACTED]	161874	2016 CS	CA	3911 F		4/4/2016	4/14/2016

**Canidan Units**

VIN Number	Prod#	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
1F66F5DY0G0	[REDACTED]	161716	2016 CS	CA	3911 F		8/6/2015	8/14/2015
1F66F5DY1G0	[REDACTED]	161908	2017 CS	CA	3911 F		6/9/2016	6/20/2016