

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 543
June 19, 2019

NHTSA #19V 381
TC #2019-239

RECALL SERVICE BULLETIN

AFFECTED MODELS

2019 Mountain Aire, London Aire, Essex, King Aire
2020 Dutch Star

DESCRIPTION

Spartan Motors has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Spartan chassis. On certain motorhomes, an orifice within the brake relay valve may be partially blocked, restricting airflow to the brake chambers. In response, Newmar Corporation is issuing recall NHTSA # 19V 381 and TC # 2019-239.

ISSUE

This restriction could reduce the actuation time of the brakes and result in extended stopping distance. An increase in stopping distance could occur without warning and increase the risk of a crash.

CORRECTIVE ACTION

A Spartan authorized service center will remove and inspect the brake relay valve. If needed, the brake relay valve will be replaced.

UNITS AFFECTED

Refer to the attached population list for specific VIN numbers supplied by Spartan for the coaches that may be affected.

REPAIR PROCEDURE

Spartan will supply the work instructions and parts, if needed, to the Spartan authorized service center performing the recall.

CUSTOMER ACTION

Contact Spartan Chassis at 1-800-543-4277 (Opt. 0) to locate a Qualified Service Center near you. If you need further assistance, contact the Newmar service department immediately at 1-800-731-8300. A brand specialist will assist you in scheduling an appointment to have this repair completed.

DEALER ACTION

Contact Spartan. If you need assistance connecting with Spartan, contact your Service Account Manager at Newmar.

NOTE

Newmar will not be authorizing this repair. Spartan will authorize and schedule this repair.

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

NOTICE: Any technical information published in this bulletin is intended for use only by a qualified, Newmar-authorized service technician. Newmar is not responsible for the misuse of this information.



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: June 19, 2019
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 19V 381

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 built on Spartan chassis. This recall is the result of information provided to us by Spartan Motors USA, Inc.

On certain motorhomes, an orifice within the brake relay valve in the brake system may be partially blocked restricting airflow to the brake chambers. This restriction could reduce the actuation time of the brakes and result in extended stopping distance. An increase in stopping distance could occur without warning and increase the risk of a crash. Correction: The brake relay valve will be removed and inspected. If needed, the brake relay valve will be replaced. Both the inspection and replacement of the valve will be done at no charge.

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

Spartan Motors USA, Inc. will provide the work instructions.

If you should have any questions please contact your service account manager direct or 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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN. # _____

Name

Address

City, State Zip code

Date: June 19, 2019

Motor Vehicle Recall Notification - Recall Campaign No. 19V 381

Dear Valued Customer:

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

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on Spartan chassis. This recall is the result of information provided to us by Spartan Motors USA, Inc.

On certain motorhomes, an orifice within the brake relay valve in the brake system may be partially blocked restricting air flow to the brake chambers. This restriction could reduce the actuation time of the brakes and result in extended stopping distance. An increase in stopping distance could occur without warning and increase the risk of a crash. Correction: The brake relay valve will be removed and inspected. If needed, the brake relay valve will be replaced. Both the inspection and replacement of the valve will be done at no charge.

The motorhomes require immediate service. Continued use poses a potential safety hazard.

The Safety Risk

This restriction could reduce the actuation time of the brakes and result in extended stopping distance. An increase in stopping distance could occur without warning and increase the risk of a crash.

WHAT WE WILL DO

Spartan Motors USA, Inc. will inspect and replace the brake relay valve free of charge for parts and labor. This remedy repair will take approximately 1 - 1.5 hours to complete.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you call Spartan Chassis at 1-800-543-4277 opt. 0 to locate a Qualified Service Center near you. If you need further assistance, contact the Newmar service department immediately at **1-800-731-8300**. An associate will assist you in making an appointment to have this repair completed.

Federal regulations require that any vehicle lessor receiving this recall notification must forward a copy of this notice to the lessee within ten days.

If you have had the repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy. For additional information, contact Newmar Corporation at:

Service Department
Newmar Corporation
355 N Delaware St
Nappanee, IN 46550-0030

Authorized Chassis Service Facility, are best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. HOWEVER, if you take your vehicle to your Authorized Chassis Service Facility on the scheduled date and this condition is not remedied on that date or within five days; please contact the Newmar Corporation Customer Service Department at 1-800-731-8300. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own this vehicle, please furnish us the complete name and address of the person or dealership you sold or traded your vehicle to. Thank you for your cooperation.

Your safety and satisfaction with your Newmar product is important to us and we regret any inconvenience to you.

Sincerely,

Newmar Corporation



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: June 19, 2019

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 2019-239

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 built on Spartan chassis. This recall is the result of information provided to us by Spartan Motors USA, Inc.

Issue:

On a certain motorhome, the brake relay valve may be partially blocked and could restrict airflow to the brake chambers. This could cause reduced braking.

Safety Risk:

Reduced braking could cause extended stopping distances and increase the risk of a crash.

Corrective Actions:

The company will notify the owner by mail and instruct them to take their vehicle to a Spartan Service Center to inspect the brake relay valve and replace it as necessary.

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

Spartan Motors USA, Inc. will provide the work instructions.

If you should have any questions please contact your service account manager direct or 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

VIN#
Name
Address
City, State Zip code

Date: June 19, 2019
Motor Vehicle Recall Notification - Recall Campaign No. 2019-239

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the *Canada Motor Vehicle Safety Act*.

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on Spartan chassis. This recall is the result of information provided to us by Spartan Motors USA, Inc.

Issue:

On a certain motorhome, the brake relay valve may be partially blocked and could restrict airflow to the brake chambers. This could cause reduced braking.

Safety Risk:

Reduced braking could cause extended stopping distances and increase the risk of a crash.

Corrective Actions:

The company will notify the owner by mail and instruct them to take their vehicle to a Spartan Service Center to inspect the brake relay valve and replace it as necessary.

The motorhomes require immediate service. Continued use poses a potential safety hazard.

WHAT WE WILL DO

Spartan Motors will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you call Spartan Motors at **1-800-543-4277 opt. 0** to locate a Qualified Service Center near you. If you need further assistance contact the Newmar service department immediately at 1-800-731-8300. An associate will assist you in making an appointment to have this repair completed.

Federal regulations require that any vehicle lessor receiving this recall notification must forward a copy of this notice to the lessee within ten days.

If you have had the repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy. For additional information contact Newmar Corporation at:

Service Department
Newmar Corporation
355 N Delaware St
Nappanee, IN 46550-0030

Authorized Chassis Service Facility, are best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. HOWEVER, if you take your vehicle to your Authorized Chassis Service Facility on the scheduled date and this condition is not remedied on that date or within five days; please contact the Newmar Corporation Customer Service Department at 1-800-731-8300.

If you no longer own this vehicle, please furnish us the complete name and address of the person or dealership you sold or traded your vehicle to. Thank you for your cooperation.

Your safety and satisfaction with your Newmar product is important to us and we regret any inconvenience to you.

Sincerely,

Newmar Corporation



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

NIV
Nom
Adresse
Ville, province, code postal

Date : 19 juin 2019
Avis de rappel visant un véhicule motorisé – Campagne de rappel n° 2019-239

Madame, Monsieur,

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile du Canada*.

MOTIF DU PRÉSENT RAPPEL

Newmar Corporation a déterminé qu'il existe une défaillance relevant de la sécurité automobile dans certaines autocaravanes montées sur châssis Spartan. Nous procédons à ce rappel en raison de renseignements que Spartan Motors USA, Inc. nous a fournis.

Problème :

Dans certaines autocaravanes, la valve-relais des freins pourrait partiellement se bloquer, ce qui pourrait restreindre le débit d'air dans les cylindres de frein. Les capacités de freinage pourraient donc être réduites.

Risque en matière de sécurité :

Cette réduction des capacités de freinage peut augmenter les distances de freinage et le risque d'accident.

Mesures correctives :

L'entreprise informera les propriétaires par courrier et leur demandera d'apporter leur véhicule à un centre de service Spartan afin de faire vérifier la valve-relais des freins et de la remplacer si nécessaire.

Il est impératif que les réparations sur ces autocaravanes soient effectuées immédiatement. Le fait de continuer à utiliser le véhicule entraîne un risque d'accident potentiel.

CE QUE NOUS FERONS

Spartan Motors fournira aux propriétaires de toutes les autocaravanes concernées une solution gratuite (pour les pièces et la main-d'œuvre) à la défaillance potentielle.

CE QUE VOUS DEVEZ FAIRE

Puisque cette défaillance touche la sécurité automobile, nous vous recommandons de communiquer immédiatement avec Spartan Motors en composant le **1-800-543-4277**. Faites ensuite le **0** pour obtenir les coordonnées d'un centre de service autorisé près de chez vous. Si vous avez besoin d'aide, veuillez communiquer immédiatement avec le service technique de Newmar au 1-800-731-8300. Un associé vous aidera à prendre rendez-vous aux fins d'exécution de cette réparation.

En vertu de règlements fédéraux, tout donneur à bail d'un véhicule, qui reçoit le présent avis de rappel, est tenu d'en acheminer une copie au preneur à bail dans un délai de dix jours.

Si les réparations ont été effectuées avant réception de la présente lettre, vous pouvez être admissible à un remboursement des frais liés à l'obtention de la solution adoptée avant réception du présent avis. Pour de plus amples renseignements, communiquez avec Newmar Corporation à l'adresse suivante :

Service technique
Newmar Corporation
355 N Delaware St
Nappanee, IN 46550-0030

Les centres de service autorisés sont les plus à même de fournir du service et d'obtenir des pièces qui assureront une réparation de votre véhicule dans les plus brefs délais. CELA DIT, si vous apportez votre véhicule à un centre de service autorisé à la date prévue et que le problème n'est pas résolu à cette date ou dans les cinq jours qui suivent, veuillez communiquer avec le service à la clientèle de Newmar Corporation en composant le 1-800-731-8300.

Si vous n'êtes plus le propriétaire de l'autocaravane, nous vous prions de bien vouloir nous fournir le nom complet et l'adresse complète de la personne ou du concessionnaire à qui vous l'avez vendue ou échangée. Nous vous remercions de votre coopération.

Votre sécurité et votre satisfaction par rapport à nos produits Newmar sont importantes pour nous, et nous sommes désolés de tout désagrément occasionné.

Veuillez agréer, Madame, Monsieur, l'expression de nos sentiments distingués.

Newmar Corporation

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
USA Units								
801351	4VZVU1E95KC086736	2019	EX	DP	4579	S	12/18/2018	1/9/2019
801352	4VZVU1E98KC086813	2019	EX	DP	4551	S	1/22/2019	1/29/2019
801354	4VZVU1E92KC086886	2019	EX	DP	4543	S	2/6/2019	2/13/2019
801348	4VZVU1E97KC086737	2019	EX	DP	4533	S	1/9/2019	1/16/2019
801349	4VZVU1E97KC086768	2019	EX	DP	4551	S	1/16/2019	1/23/2019
530576	4VZVU1E90KC086823	2019	KG	DB	4533	S	2/15/2019	2/22/2019
530572	4VZVU1E92KC086824	2019	KG	DB	4534	S	2/22/2019	3/4/2019
530581	4VZVU1E96KC086888	2019	KG	DB	4534	S	3/18/2019	3/25/2019
530520	4VZVU1E99KC086738	2019	KG	DB	4553	S	1/14/2019	1/21/2019
530539	4VZVU1E90KC086739	2019	KG	DB	4553	S	1/18/2019	1/25/2019
530537	4VZVU1E94KC086694	2019	KG	DB	4549	S	1/11/2019	1/18/2019
530567	4VZVU1E93KC086928	2019	KG	DB	4553	S	3/6/2019	3/13/2019
530574	4VZVU1E95KC086929	2019	KG	DB	4533	S	3/8/2019	3/15/2019
530580	4VZVU1E96KC086972	2019	KG	DB	4553	S	3/13/2019	3/20/2019
530571	4VZVU1E99KC086769	2019	KG	DB	4533	S	2/4/2019	2/12/2019
530570	4VZVU1E9XKC086814	2019	KG	DB	4534	S	1/24/2019	2/4/2019
530517	4VZVU1E95KC086770	2019	KG	DB	4553	S	2/14/2019	2/21/2019
530578	4VZVU1E97KC086771	2019	KG	DB	4531	S	3/4/2019	3/11/2019
530569	4VZVU1E99KC086626	2019	KG	DB	4553	S	1/8/2019	1/15/2019
501666	4VZVU1E92KC086693	2019	LA	DP	4543	S	1/21/2019	1/28/2019
501672	4VZVU1E94KC086825	2019	LA	DP	4543	S	2/14/2019	2/21/2019
501669	4VZVU1E90KC086997	2019	LA	DP	4551	S	2/27/2019	3/6/2019
501622	4VZVU1E93KC087075	2019	LA	DP	4543	S	3/13/2019	3/21/2019
501608	4VZVU1E90KC086692	2019	LA	DP	4543	S	2/1/2019	2/8/2019
501680	4VZVU1E96KC086826	2019	LA	DP	4533	S	2/21/2019	2/28/2019
501634	4VZVU1E95KC087045	2019	LA	DP	4551	S	3/8/2019	3/15/2019
501661	4VZVU1E99KC086691	2019	LA	DP	4551	S	1/28/2019	2/6/2019
501595	4VZVU1E90KC086885	2019	LA	DP	4551	S	3/7/2019	3/14/2019
904686	4VZVU1E97KC086883	2019	MA	DP	4018	S	2/21/2019	3/1/2019
904731	4VZVU1E9XKC086733	2019	MA	DP	4018	S	1/10/2019	1/17/2019
904748	4VZVU1E99KC086884	2019	MA	DP	4550	S	3/6/2019	3/13/2019
904746	4VZVU1E92KC086970	2019	MA	DP	4551	S	3/15/2019	3/25/2019
904730	4VZVU1E95KC086624	2019	MA	DP	4535	S	1/14/2019	1/21/2019
904754	4VZVU1E96KC086969	2019	MA	DP	4551	S	3/20/2019	3/27/2019
904672	4VZVU1E95KC086767	2019	MA	DP	4018	S	1/29/2019	2/7/2019
904706	4VZVU1E96KC086812	2019	MA	DP	4579	S	1/24/2019	2/4/2019
904750	4VZVU1E9XKC086828	2019	MA	DP	4551	S	2/11/2019	2/18/2019
904744	4VZVU1E98KC086827	2019	MA	DP	4018	S	2/5/2019	2/12/2019
608306	4VZAU1D91LC086332	2020	DS	DP	4369	S	3/7/2019	3/14/2019
608350	4VZAU1D93LC086333	2020	DS	DP	4369	S	5/21/2019	

Canadian Units

904740	4VZVU1E95KC086882	2019	MA	DP	4018	S	2/6/2019	2/14/2019
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