

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 555
Aug. 30, 2020

RECALL SERVICE BULLETIN

AFFECTED MODELS

2016 – 2019 :: Ventana LE
2017 – 2020 :: Ventana, Dutch Star, London Aire, Essex
2017 – 2019 :: Mountain Aire
2018 – 2020 :: New Aire
2020 :: Kountry Star

DESCRIPTION

Daimler Trucks North America LLC, has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Freightliner chassis NHTSA # 20V 404. In response, Newmar Corporation is issuing NHTSA Recall # 20V 421, TC # 2020-336.

ISSUE

On certain motorhomes, the rear-mounted Power Distribution Module (PDM) unique to these chassis, the internal circuit board may be inadvertently subject to bending stresses. This may, after a period of vehicle use, lead to intermittent open circuits in which the rear marker, brake lights, or left turn signal lights may not function. Brake lights not working correctly may not notify motorists of a braking event, which may increase the risk of a crash.

UNITS AFFECTED

Please refer to the attached list for specific VIN numbers affected which was supplied by DTNA.

CORRECTIVE ACTION

Vehicles will receive a new rear Power Distribution Module (PDM). Repairs will be performed by Daimler Trucks North America authorized service facilities. DTNA will provide work instructions and any necessary parts to complete the recall procedure.

CUSTOMER ACTION

Contact Daimler Trucks North America at 1-800-547-0712 to locate a Qualified Service Center near you. If you need further assistance, contact the Newmar service department at 1-800-731- 8300. A brand specialist will assist you in scheduling an appointment to have this repair completed.

DEALER ACTION

Contact the Freightliner Customer Support Center at 1-800-FTL-HELP (1-800-385-4357), and follow the prompts, or visit <https://freightliner.com/dealer-search/> to locate an authorized DTNA service center to schedule and perform the recall near you. If you need assistance contacting DTNA, contact your Newmar Service Account Manager.

NOTE

Newmar will not be authorizing this repair. DTNA 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.