

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 573
November 8, 2021

NHTSA #21V 700
TC #2021-551

RECALL SERVICE BULLETIN

AFFECTED MODELS

2019 – 2021 :: Dutch Star, Mountain Aire, London Aire, Essex, King Aire
2021 :: New Aire

DESCRIPTION

The Shyft Group Inc. (Spartan Chassis) has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Spartan chassis (NHTSA #21V 589). In response, Newmar Corporation is issuing recall NHTSA # 21V 700 and TC # 2021-551.

ISSUE

On certain motorhomes, under certain conditions, the instrument cluster may intermittently go blank for a brief period of time while the vehicle is in motion. Gauge data or indicators may appear to be delayed or slow to update prior to the instrument cluster going blank. Without the instrument cluster displaying important information such as the vehicle's speed, there may be an increased risk of a crash.

UNITS AFFECTED

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

CORRECTIVE ACTION

Repairs will be performed by Spartan authorized service facilities. The Shyft Group (Spartan) will provide work instructions and any necessary parts to complete the recall procedure.

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 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 Newmar Service Account Manager.

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.