

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 569
Feb 08, 2022

NHTSA #21V 542

RECALL SERVICE BULLETIN

AFFECTED MODELS

2021 :: Ventana,
2021 – 2022 :: Kountry Star

DESCRIPTION

Daimler Trucks North America has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Freightliner chassis (NHTSA #21V 369). In response, Newmar Corporation is issuing recall NHTSA # 21V 542.

ISSUE

On certain motorhomes, the tie rod clamp may be loose due to the supplied lock nuts being over-crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp remains loose. A loose tie rod clamp could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out of the tie rod, or the tube is broken due to vibration of the loose joint. A decrease in steering response increases the risk of a crash.

UNITS AFFECTED

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

CORRECTIVE ACTION

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.