

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 605

November 03, 2023

TC #2023-560

RECALL SERVICE BULLETIN

AFFECTED MODELS

2021 – 2023 :: Super Star, Supreme Aire

DESCRIPTION

Daimler Trucks North America has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on a Freightliner chassis (NHTSA #23V 237). In response, Newmar Corporation is issuing recall TC # 2023-560 and did not co-file with NHTSA.

ISSUE

On a small number of motorhomes, the spline teeth in the windshield wiper arm(s) could wear and break. If this happens, the windshield wipers may not work properly. Windshield wipers that don't work could affect the driver's visibility and increase 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. The attached list contains both US and Canadian coaches.

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.



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: November 1, 2023
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 2023-560

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 Freightliner Custom Chassis a division of Daimler Truck North America. This recall is the result of information provided to us by Daimler Truck North America FL 969.

Issue:

On a small number of motorhomes, the spline teeth in the windshield wiper arm(s) could wear and break. If this happens, the windshield wipers may not work properly.

Safety Risk:

Windshield wipers that don't work could affect the driver's visibility and increase the risk of a crash.

Corrective Actions:

Newmar will notify owners by mail and advise you to take your motorhome to a Daimler Truck North America (DTNA) authorized service facility to inspect and, if necessary, replace the windshield wiper arm(s).

The vehicle models involved in this recall are:

2021-2022 Newmar Super Star Class C Motorhomes

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

Daimler Truck North America (DTNA) 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#
make, model, model year
Name
Address
City, State Zip code

Date: November 1, 2023
Motor Vehicle Recall Notification - Recall Campaign No. 2023-560

Dear Valued Customer:

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

This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on Freightliner Custom Chassis a division of Daimler Truck North America. This recall is the result of information provided to us by Daimler Truck North America FL 969.

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On a small number of motorhomes, the spline teeth in the windshield wiper arm(s) could wear and break. If this happens, the windshield wipers may not work properly.

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Windshield wipers that don't work could affect the driver's visibility and increase the risk of a crash.

Corrective Actions:

Newmar will notify owners by mail and advise you to take your motorhome to a Daimler Truck North America (DTNA) authorized service facility to inspect and, if necessary, replace the windshield wiper arm(s).

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

WHAT WE WILL DO

Daimler Truck North America (DTNA) will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. The Daimler Truck North America (DTNA) service center will inspect the windshield wiper arm(s) and, if necessary, will replace. This inspection and repair is expected to take approximately .3 hours. However, due to some service scheduling times, the service center may need your vehicle for a longer period.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you call Daimler Truck North America (DTNA) at 1-800-547-0712 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, phone number, e-mail and physical 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#

la fabrique, le modèle, l'année de modèle

Nom

Adresse

Ville, code postal de l'État

Date : 1er novembre 2023

Avis de rappel de véhicules automobiles - Campagne de rappel no 2023-560

Cher client apprécié :

Le présent avis vous est envoyé conformément aux exigences de la [Loi sur la sécurité automobile du Canada](#).

La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

RAISON DE CE RAPPEL

Newmar Corporation a décidé qu'un défaut, qui se rapporte à la sécurité des véhicules automobiles, existe dans des camping-cars spécifiques construits sur Freightliner Custom Chassis, une division de Daimler Truck North America. Ce rappel est le résultat des renseignements qui nous ont été fournis par Daimler Truck North America FL 969.

Question en litige :

Sur un petit nombre de camping-cars, les dents de spline dans le ou les bras d'essuie-glace pourraient s'user et se casser. Si cela se produit, les essuie-glaces peuvent ne pas fonctionner correctement.

Risque pour la sécurité :

Les essuie-glaces qui ne fonctionnent pas pourraient affecter la visibilité du conducteur et augmenter le risque d'accident.

Mesures correctives :

Newmar avisera les propriétaires par la poste et vous conseillera d'apporter votre camping-car à une installation de service autorisée par Daimler Truck North America (DTNA) pour inspecter et, si nécessaire, remplacer le ou les bras d'essuie-glace.

Les camping-cars nécessitent un service immédiat. L'utilisation continue présente un danger potentiel pour la sécurité.

CE QUE NOUS ALLONS FAIRE

Daimler Truck North America (DTNA) fournira aux propriétaires de tous les camping-cars concernés un remède contre le défaut potentiel sans frais pour les pièces ou la main-d'œuvre. Le centre de service Daimler Truck North America (DTNA) inspectera le ou les bras d'essuie-glace du pare-brise et, si nécessaire, remplacera. Cette inspection et réparation devrait prendre environ 3 heures. Cependant, en raison de certains temps de planification de service, le centre de service peut avoir besoin de votre véhicule pour une période plus longue.

CE QUE VOUS DEVEZ FAIRE

Comme ce défaut affecte la sécurité des véhicules automobiles, il est recommandé d'appeler Daimler Truck North America (DTNA) au 1-800-547-0712 pour trouver un centre de service qualifié près de chez vous. Si vous avez besoin d'aide supplémentaire, communiquez immédiatement avec le service de Newmar au 1-800-731-8300. Un associé vous aidera à prendre rendez-vous pour que cette réparation soit terminée.

La réglementation fédérale exige que tout locateur de véhicule recevant cet avis de rappel transmette une copie de cet avis au locataire dans les dix jours.

Si vous avez fait effectuer la réparation avant de recevoir cette lettre, vous pourriez être admissible à recevoir un remboursement pour le coût de l'obtention d'un recours préalable à la notification. Pour de plus amples renseignements, veuillez communiquer avec Newmar Corporation à l'adresse suivante :

Département des services
Newmar Corporation
355 N Delaware St
Nappanee, IN 46550-0030

L'installation de service de châssis autorisée est la mieux équipée pour obtenir des pièces et fournir un service afin de s'assurer que votre véhicule est corrigé le plus rapidement possible. Toutefois, si vous apprenez votre véhicule à votre installation d'entretien de châssis autorisée à la date prévue et que cette condition n'est pas corrigée à cette date ou dans les cinq jours ; veuillez communiquer avec le service à la clientèle de Newmar Corporation au 1-800-731-8300.

Si vous n'êtes plus propriétaire de ce véhicule, veuillez nous fournir le nom complet, le numéro de téléphone, le courriel et l'adresse physique de la personne ou du concessionnaire à qui vous avez vendu ou échangé votre véhicule. Je vous remercie de votre coopération.

Votre sécurité et votre satisfaction à l'égard de votre produit Newmar sont importantes pour nous et nous regrettons tout inconfort pour vous.

Cordialement,

Newmar Corporation

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis
USA Units						
230178	1FVACYFE8MHMA9397	2021	SS	CC	4051	FS
230206	3ALACYFE4MDMY0199	2021	SS	CC	3746	FS
230209	1FVACYFE8MHMT2215	2021	SS	CC	4051	FS
230218	1FVACYFE8MHMV0939	2021	SS	CC	4061	FS
230237	3ALACYFE4NDNH3995	2022	SS	CC	4065	FS
230261	3ALACYFE4NDNH3978	2022	SS	CC	3727	FS
230267	3ALACYFE2NDNH3994	2022	SS	CC	3727	FS
230272	3ALACYFE4NDNH3981	2022	SS	CC	4065	FS
230277	3ALACYFEXNDNH4004	2022	SS	CC	4061	FS
230279	3ALACYFE0NDNH4013	2022	SS	CC	3727	FS
230283	1FVACYFE1NHNC3548	2022	SS	CC	3727	FS
230331	3ALACYFE7NDNH4008	2022	SS	CC	3727	FS
230388	3ALACYFE4NDNH4001	2022	SS	CC	4059	FS
230389	3ALACYFE8NDNH4003	2022	SS	CC	4065	FS
270128	3ALHC5DV1MDMY2105	2021	SA	CC	4061	FS
270168	3ALHC5DV9NDNH3989	2022	SA	CC	4575	FS
270189	3ALHC5DV3NDNH4006	2023	SA	CC	4530	FS
270190	1FVHC5DV0NHNH4023	2023	SA	CC	4065	FS
Canadian Units						
230166	3ALACYFE0MDMY0197	2021	SS	CC	3746	FS
230203	3ALACYFE7MDMY0200	2021	SS	CC	4061	FS
230268	1FVACYFE3NHNC3535	2022	SS	CC	4059	FS
230273	3ALACYFE5NDNH3990	2022	SS	CC	3727	FS
230276	3ALACYFE0NDNH3993	2022	SS	CC	3727	FS
230328	3ALACYFE1NDNH3999	2022	SS	CC	4059	FS