

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #										
06/18/2013	2012-2013	Canyon Star	Recall # 13V-170 TSB # 406										
BRAND			TYPE										
All <input type="checkbox"/>	American Star <input type="checkbox"/>	Mountain Aire <input type="checkbox"/>	All <input type="checkbox"/> T T <input type="checkbox"/>										
Cypress <input type="checkbox"/>	Dutch Star <input type="checkbox"/>	Kountry Aire <input type="checkbox"/>	FW <input type="checkbox"/> CA <input checked="" type="checkbox"/>										
Northern Star <input type="checkbox"/>	Kountry Star <input type="checkbox"/>	Essex <input type="checkbox"/>	DP <input type="checkbox"/> DB <input type="checkbox"/>										
Scottsdale <input type="checkbox"/>	King Aire <input type="checkbox"/>	London Aire <input type="checkbox"/>											
All Star ME <input type="checkbox"/>	Ventana <input type="checkbox"/>	Canyon Star <input checked="" type="checkbox"/>											
<table border="0"><tr><td><input type="checkbox"/> Air Conditioning &amp; Heating</td><td><input type="checkbox"/> Electrical Components</td></tr><tr><td><input type="checkbox"/> Appliances &amp; Accessories</td><td><input checked="" type="checkbox"/> Exterior Components</td></tr><tr><td><input type="checkbox"/> Cabinets &amp; Furniture</td><td><input type="checkbox"/> Interior Components</td></tr><tr><td><input type="checkbox"/> Chassis Components</td><td><input type="checkbox"/> Plumbing &amp; Bath Components</td></tr><tr><td><input type="checkbox"/> Construction Components</td><td><input type="checkbox"/> Windows, Awnings, Vents, &amp; Doors</td></tr></table>				<input type="checkbox"/> Air Conditioning & Heating	<input type="checkbox"/> Electrical Components	<input type="checkbox"/> Appliances & Accessories	<input checked="" type="checkbox"/> Exterior Components	<input type="checkbox"/> Cabinets & Furniture	<input type="checkbox"/> Interior Components	<input type="checkbox"/> Chassis Components	<input type="checkbox"/> Plumbing & Bath Components	<input type="checkbox"/> Construction Components	<input type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM													
<p>Newmar Corporation has determined that a defect which relates to motor vehicle safety exists in specific motor homes.</p> <p>Newmar Corporation is recalling certain model year 2012-2013 Canyon Star motorhomes manufactured August 4, 2011, through February 19, 2013. The affected vehicles may have missing rear reflectors on the rear cap.</p> <p><b>The absence of reflectors could reduce the ability for others to see the motorhome, increasing the risk that another vehicle may crash into the motorhome.</b></p>													
RECOMMENDED SOLUTION													
<b>REPAIR PROCEDURE</b>													
<p>Newmar Corporation will provide owners of all affected motor homes a remedy for the defect at no charge for parts or labor. This remedy consists of installation of the additional required reflectors below the existing taillights.</p> <p>Please reference work instructions enclosed.</p>													
<b>US NHTSA #</b>	<b>13V-170</b>												
<b>CANADIAN NHTSA #</b>	<b>2013 146</b>												
<b>Labor Time</b>	<b>0.2 for complete repair</b>												
<b>Flat Rate code</b>	<b>13V-170</b>												
<b>Part #</b>	<b>100141 - need quantity of 2.</b>												
<ul style="list-style-type: none"><li><b>Please read this bulletin in its entirety prior to beginning any diagnosis or repair.</b></li></ul>													



WHEN YOU KNOW THE DIFFERENCE

## NEWMAR CORPORATION

NEWMARCORP.COM

Date: June, 17, 2013  
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 13V-170

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. If the condition is not properly repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

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 and are instructed to contact Newmar Corporation if you do not remedy the condition within five days of the mutually agreed upon service date. 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 determined that a defect which relates to motor vehicle safety exists in specific motor homes.*

Newmar Corporation is recalling certain model year 2012-2013 Canyon Star motorhomes manufactured August 4, 2011, through February 19, 2013. The affected vehicles may have missing rear reflectors on the rear cap.

The absence of reflectors could reduce the ability for others to see the motorhome, increasing the risk that another vehicle may crash into the motorhome.

**These motor homes 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**

Newmar Corporation will provide owners of all affected motor homes a remedy for the defect at no charge for parts or labor. This remedy consists of installation of the additional required reflectors below the existing taillights.

Please reference work instructions enclosed.

**If you should have any questions please contact the Newmar service department at: 1-866-290-5371.**

Thank you for your cooperation.

Sincerely,

Newmar Corporation

## **Repair instructions for recall 13V-170**

Please Contact Newmar Dealer Tech support to obtain the required two reflectors (Newmar part # 100141) for each motorhome to be installed.

The reflectors to be added come with an adhesive backing and do not require the use of any mechanical fasteners to install.

- Clean the rear cap in the area where the new reflectors will be added with an appropriate cleaner.
- Install the two adhesive backed reflectors by adhering them firmly to the rear cap. (one reflector on each side).

**Refer to the pictures below for the location of each reflector.**





WHEN YOU KNOW THE DIFFERENCE

## NEWMAR CORPORATION

NEWMARCORP.COM

Date: June, 17, 2013  
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: #2013-146

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. If the condition is not properly repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

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 and are instructed to contact Newmar Corporation if you do not remedy the condition within five days of the mutually agreed upon service date. 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 determined that a defect which relates to motor vehicle safety exists in specific motor homes.*

Newmar Corporation is recalling certain model year 2012-2013 Canyon Star motorhomes manufactured August 4, 2011, through February 19, 2013. The affected vehicles may have missing rear reflectors on the rear cap.

The absence of reflectors could reduce the ability for others to see the motorhome, increasing the risk that another vehicle may crash into the motorhome.

**These motor homes 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**

Newmar Corporation will provide owners of all affected motor homes a remedy for the defect at no charge for parts or labor. This remedy consists of installation of the additional required reflectors below the existing taillights.

Please reference work instructions enclosed.

**If you should have any questions please contact the Newmar service department at: 1-866-290-5371 .**

Thank you for your cooperation.

Sincerely,

Newmar Corporation

## **Repair instructions for recall 2013-146**

Please Contact Newmar Dealer Tech support to obtain the required two reflectors (Newmar part # 100141) for each motorhome to be installed.

The reflectors to be added come with an adhesive backing and do not require the use of any mechanical fasteners to install.

- Clean the rear cap in the area where the new reflectors will be added with an appropriate cleaner.
- Install the two adhesive backed reflectors by adhering them firmly to the rear cap. (one reflector on each side).

**Refer to the pictures below for the location of each reflector.**



<b>VIN Number</b>	<b>Pro#</b>	<b>Year</b>	<b>Brand</b>	<b>Type</b>
1F66F5DY0B0A09695	160594	2012	CS	CA
1F66F5DY1B0A11729	160599	2012	CS	CA
1F66F5DY9B0A09050	160601	2012	CS	CA
1F66F5DY9C0A00804	160605	2012	CS	CA
1F66F5DY5C0A01075	160610	2012	CS	CA
1F66F5DY9C0A01077	160611	2012	CS	CA
1F66F5DY2C0A01079	160613	2012	CS	CA
1F66F5DY0C0A01078	160614	2012	CS	CA
1F66F5DY9C0A01080	160617	2012	CS	CA
1F66F5DY7C0A01188	160618	2012	CS	CA
1F66F5DY5C0A01531	160620	2012	CS	CA
1F66F5DY0C0A01534	160622	2012	CS	CA
1F66F5DY2C0A01857	160625	2012	CS	CA
1F66F5DY7C0A01532	160626	2012	CS	CA
1F66F5DY6C0A01537	160627	2012	CS	CA
1F66F5DY2C0A01535	160628	2012	CS	CA
1F66F5DY8C0A01538	160629	2012	CS	CA
1F66F5DY0C0A01856	160633	2012	CS	CA
1F66F5DY4C0A02153	160634	2012	CS	CA
1F66F5DY0C0A02148	160637	2012	CS	CA
1F66F5DY0C0A02151	160638	2012	CS	CA
1F66F5DY9C0A01855	160639	2012	CS	CA
1F66F5DY2C0A02006	160643	2012	CS	CA
1F66F5DY2C0A02152	160644	2012	CS	CA
1F66F5DY4C0A02007	160645	2012	CS	CA
1F66F5DY9C0A02147	160648	2012	CS	CA
1F66F5DY8C0A02155	160649	2012	CS	CA
1F66F5DY2C0A02149	160650	2012	CS	CA
1F66F5DY6C0A02154	160652	2012	CS	CA
1F66F5DY5C0A02159	160653	2012	CS	CA
1F66F5DY6C0A02347	160657	2012	CS	CA
1F66F5DY8C0A02348	160658	2012	CS	CA
1F66F5DY6C0A02350	160665	2012	CS	CA
1F66F5DYXC0A02352	160666	2012	CS	CA
1F66F5DY1C0A02353	160670	2012	CS	CA
1F66F5DY7C0A02356	160672	2012	CS	CA
1F66F5DY9C0A02357	160676	2012	CS	CA
1F66F5DY7C0A02695	160678	2012	CS	CA
1F66F5DY2C0A02930	160680	2012	CS	CA
1F66F5DY2C0A02698	160683	2012	CS	CA
1F66F5DY7C0A03006	160688	2012	CS	CA
1F66F5DY9C0A03007	160689	2012	CS	CA
1F66F5DY6C0A03000	160690	2012	CS	CA
1F66F5DY1C0A03003	160695	2012	CS	CA
1F66F5DYXC0A03002	160696	2012	CS	CA
1F66F5DY3C0A03004	160697	2012	CS	CA

<u>VIN Number</u>	<u>Pro#</u>	<u>Year Brand</u>	<u>Type</u>
1F66F5DY5C0A03005	160700	2012 CS	CA
1F66F5DY0C0A03008	160704	2012 CS	CA
1F66F5DY4C0A03710	160706	2012 CS	CA
1F66F5DY5C0A03716	160707	2013 CS	CA
1F66F5DY8C0A03712	160708	2012 CS	CA
1F66F5DY3C0A03715	160717	2013 CS	CA
1F66F5DY2C0A03852	160720	2012 CS	CA
1F66F5DY3C0A04735	160724	2013 CS	CA
1F66F5DY1C0A04037	160732	2013 CS	CA
1F66F5DYXC0A04036	160734	2013 CS	CA
1F66F5DY8C0A04732	160736	2013 CS	CA
1F66F5DY4C0A05733	160743	2013 CS	CA
1F66F5DY3C0A05738	160744	2013 CS	CA
1F66F5DY5C0A04736	160745	2013 CS	CA
1F66F5DY2C0A05732	160746	2013 CS	CA
1F66F5DY0C0A05731	160748	2013 CS	CA
1F66F5DYXD0A00991	160749	2013 CS	CA
1F66F5DY1C0A06791	160750	2013 CS	CA
1F66F5DY5D0A00008	160756	2013 CS	CA
1F66F5DY7D0A00995	160762	2013 CS	CA
1F66F5DY9C0A07042	160763	2013 CS	CA
1F66F5DY1D0A00992	160764	2013 CS	CA
1F66F5DY1D0A01978	160768	2013 CS	CA
1F66F5DY8D0A01976	160774	2013 CS	CA
1F66F5DY1D0A01737	160776	2013 CS	CA
1F66F5DY6D0A01975	160777	2013 CS	CA
1F66F5DY3D0A01979	160779	2013 CS	CA
1F66F5DY6D0A02205	160780	2013 CS	CA
1F66F5DY3D0A02436	160781	2013 CS	CA
1F66F5DYXD0A02210	160785	2013 CS	CA
1F66F5DY4D0A01974	160786	2013 CS	CA
1F66F5DYXD0A02207	160787	2013 CS	CA
1F66F5DY1D0A02211	160789	2013 CS	CA
1F66F5DY8D0A02206	160790	2013 CS	CA
1F66F5DY7D0A02438	160791	2013 CS	CA
1F66F5DY2D0A03223	160795	2013 CS	CA
1F66F5DY5D0A02440	160797	2013 CS	CA
1F66F5DY0D0A03219	160798	2013 CS	CA
1F66F5DY2D0A03562	160800	2013 CS	CA
1F66F5DY8D0A03565	160805	2013 CS	CA
1F66F5DY6D0A03225	160806	2013 CS	CA
1F66F5DY3D0A03957	160814	2013 CS	CA
1F66F5DY4D0A04146	160820	2013 CS	CA
1F66F5DY0D0A04905	160821	2013 CS	CA
1F66F5DY7D0A04903	160822	2013 CS	CA
1F66F5DY9D0A03218	160823	2013 CS	CA

<u>VIN Number</u>	<u>Pro#</u>	<u>Year</u>	<u>Brand</u>	<u>Type</u>
1F66F5DY9D0A04143	160826	2013	CS	CA
1F66F5DY5D0A04141	160827	2013	CS	CA
1F66F5DY9D0A04904	160828	2013	CS	CA
1F66F5DY3D0A04140	160829	2013	CS	CA
1F66F5DY7D0A04142	160831	2013	CS	CA
1F66F5DY8D0A04909	160833	2013	CS	CA
1F66F5DY7D0A05873	160848	2013	CS	CA
1F66F5DY8D0A05879	160850	2013	CS	CA
1F66F5DY2D0A05876	160855	2013	CS	CA
1F66F5DY5D0A05872	160858	2013	CS	CA
1F66F5DY4D0A05877	160863	2013	CS	CA
1F66F5DY5D0A05869	160868	2013	CS	CA