

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED				TSB #	
5/13/2016	2013, 2014				415	
BRAND						
Bay Star Sport	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Essex	<input checked="" type="checkbox"/>	
Bay Star	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	King Aire	<input checked="" type="checkbox"/>	
Canyon Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	Other	<input type="checkbox"/>	
Ventana LE	<input type="checkbox"/>	London Aire	<input type="checkbox"/>			

### DESCRIPTION

Newmar Corporation has determined a defect relating to vehicle safety may exist in certain 2013 and 2014 King Aire coaches, as well as in certain 2014 Essex units. Recall 15v-067 and TC# 2015-049.

**Affected:** 2013-2014 King-Aire , 2014 Essex Class A motor homes built between 4/12/2013 and 10/18/2013

This is in response to notification from Spartan Chassis Inc. that certain chassis manufactured for Newmar may be affected. Spartan Chassis has provided a detailed list of affected units. The detailed population list and work instructions are attached.

**Issue:** Steering linkage castlenuts may be loose, which may allow the steering linkage to become loose without warning. If the steering linkage separates from the bell cranks, loss of vehicle control could occur and possibly result in a crash.

**Remedy:** The steering linkages will be inspected. If a loose castlenut is found, it will be tightened free of charge.

### RECOMMENDED ACTION

**Correction:** An Authorized Spartan Service facility will inspect the steering linkages and tighten them if needed. Spartan Motors, Inc. has provided the attached work instructions for Recall #14v-812 and Transport Canada # TC14-579.

Spartan Motors will contact all owners of the units affected by this recall and direct them to the appropriate service center for inspection/repair. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected chassis by calling Spartan (800)543-4277 (opt 0).

TSB 415 – Labor through Spartan.

If you need assistance in scheduling this repair with Spartan, contact the Newmar Service Department at (800)290- 5371.

**Please read this bulletin in its entirety prior to beginning any diagnosis or repairs.**



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: February 5, 2015  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 15V-067

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 decided that a defect which relates to motor vehicle safety exists in specific motor homes.*

On certain vehicles, the castle nuts for the steering linkage ball joint fasteners, which mount to the bell cranks, may have been improperly tightened during assembly. If the castle nuts were to come completely loose, the steering linkage may separate from the bell cranks without warning. This could result in a loss of steering control, increasing the risk of a crash causing injury and/or damage to property.

Dealers will inspect the castle nuts, and if necessary, tighten them to the proper specification.

2013-2014 King Aire and 2014 Essex Class A motor homes built between 4/12/2013 and 10/18/2013

**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**

Please reference Spartan Motors Inc. 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



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: February 4, 2015  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: # 2015-049

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.

## **REASON FOR THIS RECALL**

Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motor homes.

On certain vehicles, the castle nuts for the steering linkage ball joint fasteners, which mount to the bell cranks, may have been improperly tightened during assembly. If the castle nuts were to come completely loose, the steering linkage may separate from the bell cranks without warning. This could result in a loss of steering control, increasing the risk of a crash causing injury and/or damage to property.

Dealers will inspect the castle nuts, and if necessary, tighten them to the proper specification.

**These motor homes require immediate service. Continued use poses a potential safety hazard.**

This recall applies to certain Newmar motorhomes built between 5/6/2013 and 9/26/2013.

## **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**

Please reference Spartan Motors Inc. 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



# Spartan Motors Chassis, Inc.

## SERVICE BULLETIN

RSB14-250-006

NHTSA Id: 14V-812

1/20/2015

Transport Canada Id: TC14-579

**SUBJECT:** IFS Ball Joints

**CONDITION:** Ball joints may be loose

**APPLIES TO:** This bulletin applies to Motorhome and Emergency Response Cab Chassis assembled with Reyco® Granning® front suspension with removable ball joint manufactured between November 28, 2012 and October 15, 2013.

**CORRECTION:** Tighten ball joints to required torque

**LABOR ALLOCATION:** 1.0 hrs. for inspection  
3.0 hrs. labor for defect

**TOOLS REQUIRED:**

**1. For Inspection**

- a. Feeler gauge of 0.001 inch
- b. Small punch and hammer

**2. If Repair Required**

- a. Pliers, 30 mm sockets, 1/2 inch torque wrench
- b. Ball joint tools 708116-03, 708116-06, and Loctite® 242® Thread locker
- c. 3/4 inch drive torque wrench

**NOTE:** Suspension serial number and VIN must be on invoice, completed with information of facility that performed the service. A description of condition found and service performed each side documented.

**GENERAL INSTRUCTIONS:**

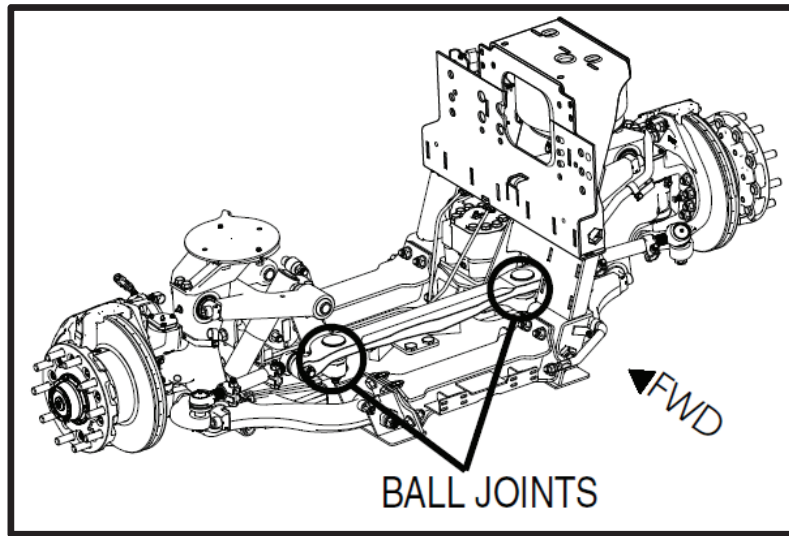
Please thoroughly review entire work procedure before starting work. If there are questions and/or concerns with steps defined in this procedure, contact Spartan Motors Chassis, Inc. Customer & Product Support Group.

All applicable industry safety standards must be followed when performing work identified in this procedure.



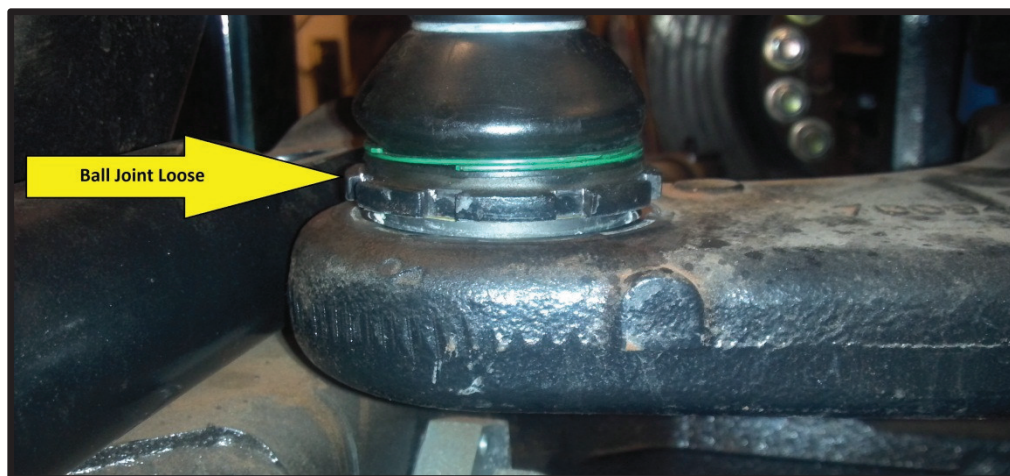
**INSPECTION OF BALL JOINTS INSTRUCTIONS:**

1. Follow normal maintenance and safety procedures to gain access to the pitman arm ball joints. Refer to FIG. 2-1.



**FIG. 2-1**

2. Visually inspect the ball joints located in pitman arms, the ball joints will be seated in both pitman arms off of the steering gears. The ball joint shall be fully engaged with the notched flange in contact with the surface of the pitman arms. If it is not, please proceed to the repair procedure. Refer to FIG. 2-2 and 3-1 (pictures may not represent suspension you are working on).



**FIG. 2-2**



**FIG. 3-1**

3. If the ball joint appears to be seated, using a 0.001 inch feeler gauges to check under the notched flange. If the feeler gauge slides under the flange, please proceed to the step by step instructions.
4. With a punch and hammer use moderate force in an effort to tighten the ball joint in place. If it moves proceed to the step by step instructions. If it is tight this will finish the inspection and vehicle can be returned to service.

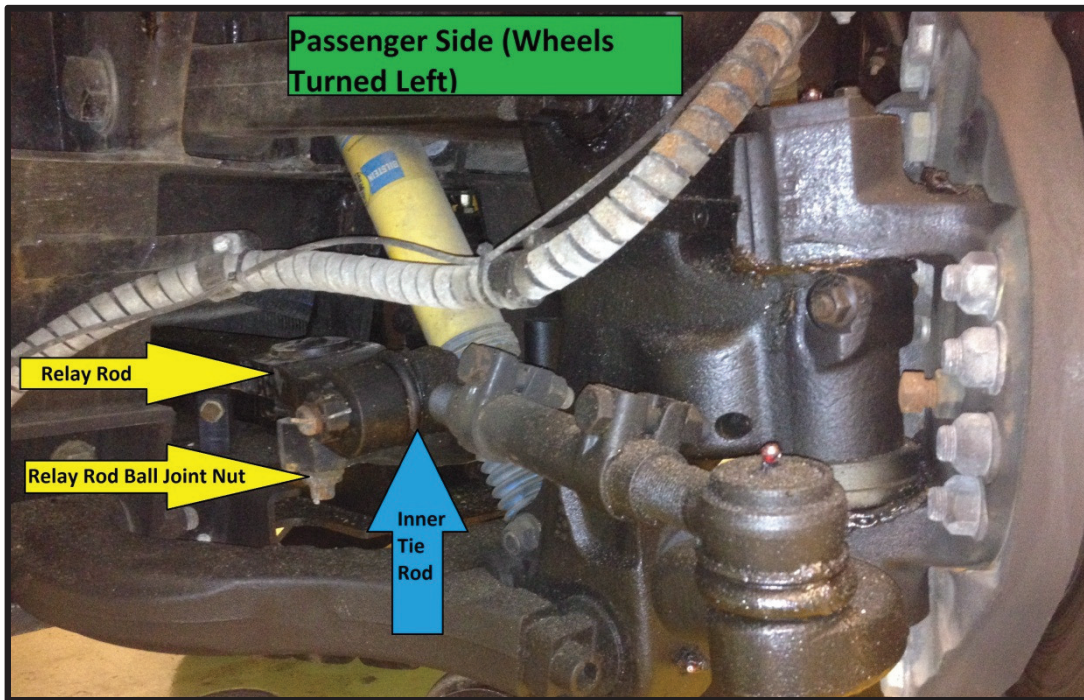
**STEP-BY-STEP INSTRUCTIONS:**

**NOTE:** Below steps are to be used for ball joints not seated or loose.

**NOTE:** Ensure to not damage the sealing boot of the ball joints.

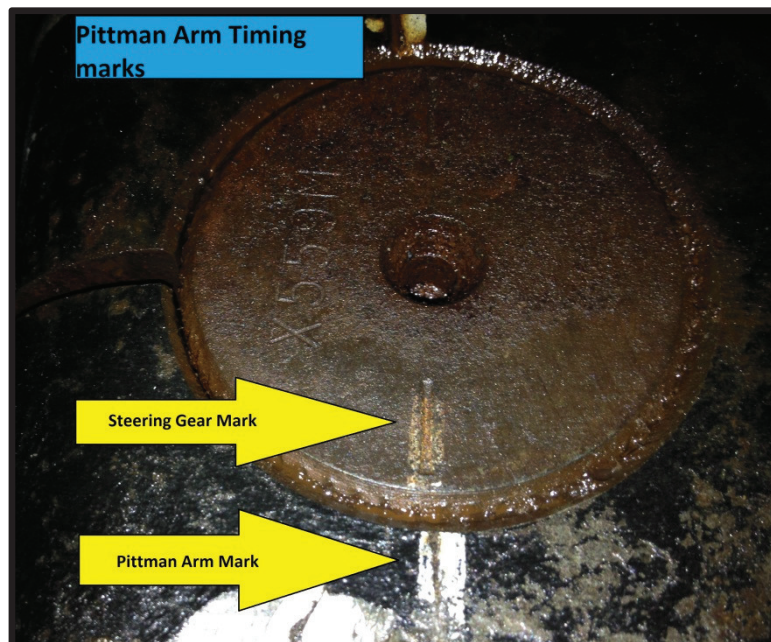
1. If a ball joint is found loose contact Mark Bachman at 765-838-0361 ext. 6 to acquire loaner tools 708116-03, 708116-06, and Loctite® 242® Thread locker. Credit card information required for security on tools.
2. Using industry standards means lift the front of the truck high enough to remove the front tires. Secure the truck and remove the front tires.
3. Turn the steering to full left lock to gain access to the relay rod from the passenger side. Starting on the passenger side remove the following from the relay rod. Refer to FIG. 4-1:
  - Inner tie rod joint
  - Relay rod ball joint from the pitman arm.
  - Pitman arm from steering gear (only needed on the passenger side).





**FIG. 4-1**

**NOTE:** Mark the pitman arm to gear timing marks for aid in reinstallation. Refer to FIG. 4-2. There are two sets of marks; you will line up the outward set of marks.



**FIG. 4-2**



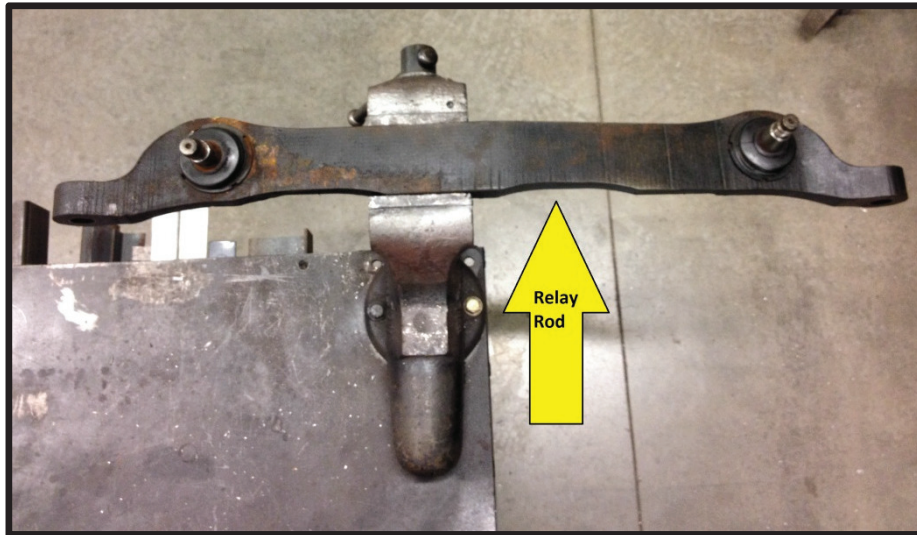
4. Turn the steering wheel full right lock to gain access to the relay rod from the driver's side.

**NOTE: Guide the relay rod through the cradle while steering to the right.**

Remove the following from the driver's side end of the relay rod:

- Inner tie rod joint
- Relay rod ball joint from the pitman arm

5. Remove the relay rod from the cradle and secure in a vise for repair. Refer to FIG. 5-1.



**FIG. 5-1**

6. Back the ball joints out of the relay rod and clean the threads. Apply Loctite 242 to ball joint threads and thread ball joint back into the relay rod. Set up provided ball joint tool. Refer to FIG. 6-1. Place a torque wrench 90° to ball joint tool and torque to 425 lbs.-ft. Refer to FIG. 6-2.





# Spartan Motors Chassis, Inc.

## SERVICE BULLETIN

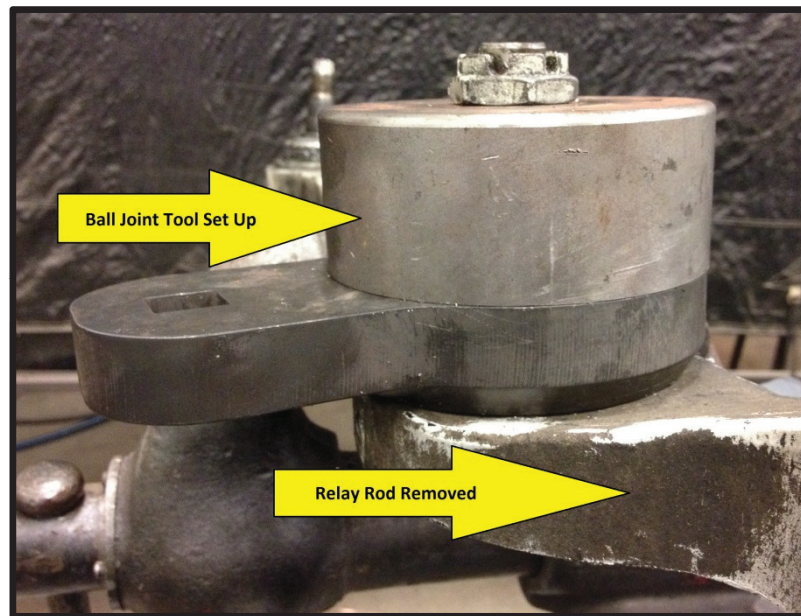
RSB14-250-006

NHTSA Id: 14V-812

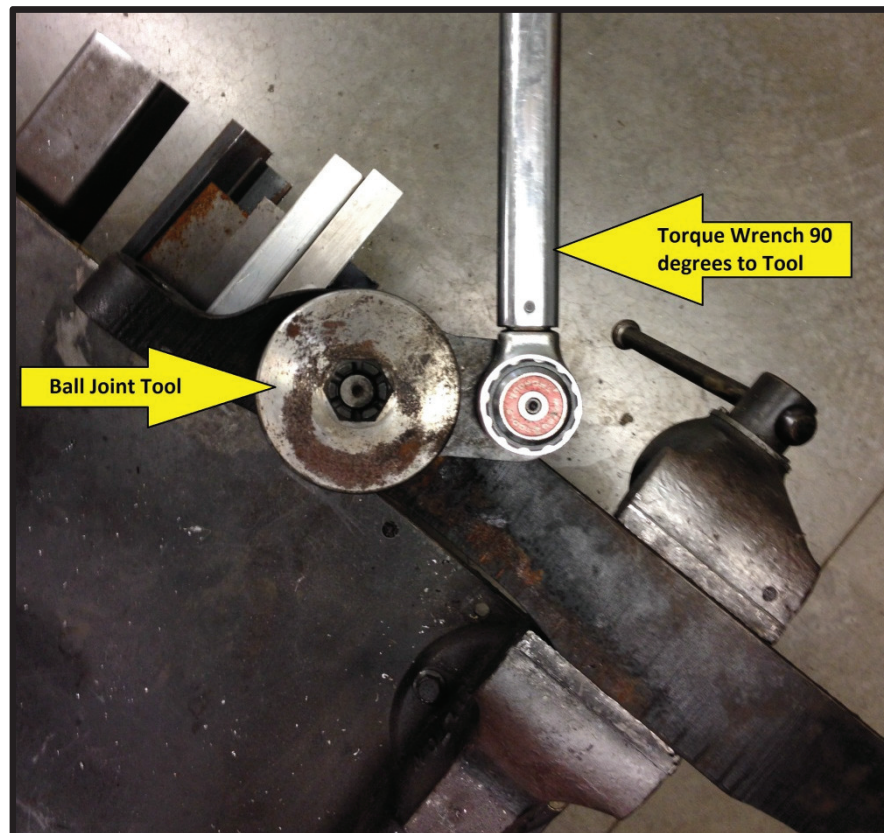
Transport Canada Id: TC14-579

1/20/2015

**FIG. 6-1**



**FIG. 6-2**





## Spartan Motors Chassis, Inc.

### SERVICE BULLETIN

RSB14-250-006

NHTSA Id: 14V-812

**1/20/2015**

Transport Canada Id: TC14-579

7. Reinstall the relay rod to the front suspension in reverse order to removal using new cotter pins and the following torque specs:
  - Tie rod castle nut – 90-100 lbs.-ft.
  - Ball joint castle – 225-245 lbs.-ft.
  - Pitman arm attachment bolt – 295-315 lbs.-ft.
8. Reinstall front wheels and torque lugs to 450-500 lbs.-ft.

Status as of 5/13/2016

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Date In Production	Date Off Production	Recall status
4VZAU1E94EC077450	801040	2014	EX	DP	4553	6/25/2013	7/11/2013	Recall Complete
4VZAU1E97EC077703	801049	2014	EX	DP	4553	8/26/2013	9/4/2013	Recall Complete
4VZVU1E91DC077292	530199	2013	KG	DB	4584	5/7/2013	5/17/2013	Recall Complete
4VZAU1E92EC077978	801067	2014	EX	DP	4553	10/10/2013	10/18/2013	Recall Complete
4VZAU1E94EC077965	801056	2014	EX	DP	4544	9/12/2013	9/20/2013	Recall Complete
4VZVU1E96EC077404	530208	2014	KG	DB	4593	8/22/2013	8/30/2013	Recall Open
4VZVU1E91EC077357	530198	2014	KG	DB	4593	4/23/2013	5/1/2013	Recall Complete
4VZAU1E90EC077896	801054	2014	EX	DP	4544	9/5/2013	9/16/2013	Recall Complete
4VZAU1E99EC077363	801039	2014	EX	DP	4553	5/22/2013	6/3/2013	Recall Open
4VZVU1E91EC077455	530206	2014	KG	DB	4584	8/6/2013	8/14/2013	Recall Complete
4VZAU1E94EC077979	801061	2014	EX	DP	4544	10/3/2013	10/14/2013	Recall Complete
4VZVU1E90EC077317	530197	2014	KG	DB	4584	4/12/2013	4/22/2013	Recall Complete
4VZVU1E90EC077981	530213	2014	KG	DB	4593	9/30/2013	10/8/2013	Recall Complete
4VZVU1E94EC077403	530201	2014	KG	DB	4593	7/17/2013	7/25/2013	Recall Open
4VZVU1E99EC077316	530196	2014	KG	DB	4593	4/18/2013	4/26/2013	Recall Complete
4VZVU1E99EC077980	530212	2014	KG	DB	4593	9/26/2013	10/7/2013	Recall Open
4VZAU1E94EC077402	801041	2014	EX	DP	4553	6/18/2013	6/25/2013	Recall Complete
4VZAU1E98EC077502	801045	2014	EX	DP	4554	7/15/2013	7/23/2013	Recall Complete
4VZVU1E90EC077365	530203	2014	KG	DB	4593	7/9/2013	7/17/2013	Recall Complete
4VZVU1E90EC077964	530222	2014	KG	DB	4584	9/24/2013	10/2/2013	Recall Complete
4VZVU1E99EC077364	530202	2014	KG	DB	4584	6/5/2013	6/14/2013	Recall Complete
4VZVU1E9XEC077504	530209	2014	KG	DB	4584	9/3/2013	9/12/2013	Recall Open
4VZVU1E9XEC077907	530210	2014	KG	DB	4593	9/10/2013	9/19/2013	Recall Complete
4VZVU1E94EC077451	530200	2014	KG	DB	4593	7/29/2013	8/6/2013	Recall Complete

#### Canadian Units

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Date In Production	Date Off Production	Recall status
4VZVU1E90EC077897	530211	2014	KG	DB	4593	9/18/2013	9/26/2013	Recall Open
4VZVU1E93EC077456	530207	2014	KG	DB	4593	8/14/2013	8/22/2013	Recall Open
4VZVU1E96DC077255	530180	2013	KG	DB	4588	5/6/2013	5/15/2013	Recall Complete
4VZVU1E96EC077452	530205	2014	KG	DB	4593	8/12/2013	8/20/2013	Recall Complete
4VZVU1E98EC077503	530204	2014	KG	DB	4593	7/24/2013	8/1/2013	Recall Complete