

# Newmar Corporation

## Warranty Department

### Technical Service Bulletin

| Date Issued | Model Year(s) Affected | TSB #                     |
|-------------|------------------------|---------------------------|
| 07/23/2015  | 2015                   | TSB 419<br>Recall 15V-375 |

#### 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

Spartan Motors Chassis, Inc. has decided that a defect which relates to motor vehicle safety exists in certain K3 model motor home chassis equipped with a tag axle suspension supplied by Reyco Granning.

**Issue:** The tag axle suspension hangers may move allowing the tag axle assembly to shift off center without warning. Movement of the tag axle from center may result in poor vehicle handling

**Units affected:** 2015 model year King Aire and Essex motorhomes with chassis built 3/26/2014 to 12/4/2014.

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

#### Recommended Action

##### REPAIR PROCEDURE

The tag axle suspension hangers will be welded to the main frame. This will be done at no charge.

**Please contact the Spartan Recall Coordinator @ (855) 589-9836 for arrangement of an authorized facility to perform the correct process for your particular coach.**

**If further assistance needed contact Newmar Dealer Support (866) 290-5371**

**NHTSA # 15V-211**

**CAN Recall # 2015-180**

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



1541 Reynolds Road Charlotte, MI 48813

SPARTANCHASSIS.COM  
517.543.6400

July 23, 2015

## IMPORTANT SAFETY RECALL

NHTSA Recall No. 15V-211

Dear Dealer or Service Manager:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Spartan Motors Chassis, Inc. has decided that a defect which relates to motor vehicle safety exists in certain K3 model motor home chassis equipped with a tag axle suspension supplied by Reyco Granning.

The tag axle suspension hangers may move allowing the tag axle assembly to shift off center without warning. Movement of the tag axle from center may result in poor vehicle handling. Poor vehicle handling could increase the risk of a crash.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service center for inspection/repair.

**IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.**

### SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a recall letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call 1-800-393-8861 opt 0, providing the VIN number (last 8 digits) and mileage of the unit.
3. It would be helpful to verify the current owner name, address and phone number.

### COMPLETING THE WORK:

1. State the steps for completing the work



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#### **DOCUMENTING THE WORK:**

1. Please itemize the identified recall number 15V-211 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the chassis VIN as a part of this repair when submitting your invoice.

#### **HANDLING AN OWNER WITH NO CONFIRMATION LETTER:**

1. 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 Chassis at 1-800-393-8861 opt 0 for verification.
2. Complete the work as instructed in bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

#### **SPARTAN ASSISTANCE:**

1. If you have **technical questions**, please call Spartan Chassis Customer Product Support Department at 1-800-393-8861 opt 1.
2. If you have questions regarding warranty claims, call 1-800-393-8861 opt 1.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Spartan Chassis, Inc.

| VIN Number        | Production Number | Model Year | Brand | Type | Floor Plan | Chassis Brand | Date In Production | Date Off Production |
|-------------------|-------------------|------------|-------|------|------------|---------------|--------------------|---------------------|
| 4VZVU1E9XFC079481 | 530297            | 2015       | KG    | DB   | 4553       | S             | 11/11/2014         | 11/20/2014          |
| 4VZVU1E91FC079255 | 530282            | 2015       | KG    | DB   | 4553       | S             | 9/18/2014          | 9/29/2014           |
| 4VZVU1E91FC079577 | 801128            | 2015       | EX    | DP   | 4553       | S             | 10/23/2014         | 11/3/2014           |
| 4VZVU1E98FC078684 | 801096            | 2015       | EX    | DP   | 4553       | S             | 5/6/2014           | 5/14/2014           |
| 4VZVU1E93FC079239 | 530281            | 2015       | KG    | DB   | 4553       | S             | 9/12/2014          | 9/23/2014           |
| 4VZVU1E9XFC079044 | 530272            | 2015       | KG    | DB   | 4553       | S             | 8/20/2014          | 8/28/2014           |
| 4VZVU1E98FC079429 | 530292            | 2015       | KG    | DB   | 4553       | S             | 10/30/2014         | 11/7/2014           |
| 4VZVU1E93FC079080 | 530277            | 2015       | KG    | DB   | 4553       | S             | 8/4/2014           | 8/12/2014           |
| 4VZVU1E92FC079121 | 801116            | 2015       | EX    | DP   | 4553       | S             | 7/29/2014          | 8/7/2014            |
| 4VZVU1E96FC079042 | 801099            | 2015       | EX    | DP   | 4553       | S             | 6/11/2014          | 6/19/2014           |
| 4VZVU1E91FC079028 | 530273            | 2015       | KG    | DB   | 4553       | S             | 7/10/2014          | 7/18/2014           |
| 4VZVU1E98FC079527 | 801134            | 2015       | EX    | DP   | 4553       | S             | 10/7/2014          | 10/15/2014          |
| 4VZVU1E95FC079081 | 530276            | 2015       | KG    | DB   | 4553       | S             | 8/8/2014           | 8/19/2014           |
| 4VZVU1E96FC078974 | 530268            | 2015       | KG    | DB   | 4553       | S             | 6/24/2014          | 7/10/2014           |
| 4VZVU1E98FC079284 | 530284            | 2015       | KG    | DB   | 4553       | S             | 9/25/2014          | 10/6/2014           |
| 4VZVU1E9XFC079254 | 801108            | 2015       | EX    | DP   | 4503       | S             | 8/22/2014          | 9/3/2014            |
| 4VZVU1E97FC079079 | 801113            | 2015       | EX    | DP   | 4553       | S             | 7/18/2014          | 7/29/2014           |
| 4VZVU1E92FC079135 | 530275            | 2015       | KG    | DB   | 4503       | S             | 8/21/2014          | 9/2/2014            |
| 4VZVU1E96FC079350 | 530288            | 2015       | KG    | DB   | 4553       | S             | 10/14/2014         | 10/22/2014          |
| 4VZVU1E94FC079430 | 530293            | 2015       | KG    | DB   | 4553       | S             | 11/4/2014          | 11/12/2014          |
| 4VZVU1E99FC079360 | 530289            | 2015       | KG    | DB   | 4553       | S             | 10/21/2014         | 10/29/2014          |
| 4VZVU1E94FC079122 | 530274            | 2015       | KG    | DB   | 4503       | S             | 7/31/2014          | 8/11/2014           |
| 4VZVU1E9XFC078492 | 530260            | 2015       | KG    | DB   | 4503       | S             | 5/9/2014           | 5/21/2014           |
| 4VZVU1E91FC079482 | 530295            | 2015       | KG    | DB   | 4553       | S             | 12/4/2014          | 12/15/2014          |
| 4VZVU1E95FC078027 | 530255            | 2015       | KG    | DB   | 4503       | S             | 3/26/2014          | 4/3/2014            |
| 4VZVU1E96FC079073 | 801102            | 2015       | EX    | DP   | 4503       | S             | 6/20/2014          | 7/9/2014            |
| 4VZVU1E95FC079193 | 801121            | 2015       | EX    | DP   | 4553       | S             | 8/18/2014          | 8/27/2014           |
| 4VZVU1E9XFC079318 | 801124            | 2015       | EX    | DP   | 4553       | S             | 9/17/2014          | 9/26/2014           |
| 4VZVU1E91FC079580 | 801148            | 2015       | EX    | DP   | 4553       | S             | 11/6/2014          | 11/17/2014          |
| 4VZVU1E98FC079043 | 530270            | 2015       | KG    | DB   | 4553       | S             | 7/14/2014          | 7/22/2014           |
| 4VZVU1E93FC079578 | 801140            | 2015       | EX    | DP   | 4553       | S             | 10/30/2014         | 11/10/2014          |
| 4VZVU1E96FC079283 | 530283            | 2015       | KG    | DB   | 4553       | S             | 9/24/2014          | 10/2/2014           |
| 4VZVU1E97FC079311 | 530287            | 2015       | KG    | DB   | 4599       | S             | 9/19/2014          | 9/30/2014           |
| 4VZVU1E99FC079133 | 801105            | 2015       | EX    | DP   | 4503       | S             | 8/14/2014          | 8/25/2014           |
| 4VZVU1E98FC079348 | 801129            | 2015       | EX    | DP   | 4503       | S             | 9/22/2014          | 10/1/2014           |
| 4VZVU1E9XFC079075 | 530269            | 2015       | KG    | DB   | 4503       | S             | 7/25/2014          | 8/5/2014            |
| 4VZVU1E95FC079310 | 801120            | 2015       | EX    | DP   | 4553       | S             | 9/4/2014           | 9/12/2014           |
| 4VZVU1E94FC078973 | 530262            | 2015       | KG    | DB   | 4553       | S             | 6/9/2014           | 6/18/2014           |
| 4VZVU1E97FC079194 | 530279            | 2015       | KG    | DB   | 4553       | S             | 9/9/2014           | 9/17/2014           |
| 4VZVU1E99FC079309 | 801123            | 2015       | EX    | DP   | 4503       | S             | 9/11/2014          | 9/19/2014           |
| 4VZVU1E98FC078491 | 801100            | 2015       | EX    | DP   | 4503       | S             | 6/12/2014          | 6/23/2014           |
| 4VZVU1E9XFC079349 | 801127            | 2015       | EX    | DP   | 4503       | S             | 9/29/2014          | 10/8/2014           |
| 4VZVU1E9XFC079576 | 801135            | 2015       | EX    | DP   | 4553       | S             | 10/16/2014         | 10/24/2014          |
| 4VZVU1E90FC079361 | 530290            | 2015       | KG    | DB   | 4503       | S             | 10/22/2014         | 10/30/2014          |
| 4VZVU1E91FC079238 | 530280            | 2015       | KG    | DB   | 4553       | S             | 9/16/2014          | 9/24/2014           |
| 4VZVU1E91FC079319 | 530286            | 2015       | KG    | DB   | 4553       | S             | 10/1/2014          | 10/10/2014          |
| 4VZVU1E91FC079563 | 801133            | 2015       | EX    | DP   | 4503       | S             | 10/9/2014          | 10/17/2014          |
| 4VZVU1E95FC079386 | 530291            | 2015       | KG    | DB   | 4553       | S             | 10/29/2014         | 11/6/2014           |
| 4VZVU1E95FC079579 | 801141            | 2015       | EX    | DP   | 4553       | S             | 10/28/2014         | 11/5/2014           |
| 4VZVU1E96FC079428 | 801132            | 2015       | EX    | DP   | 4503       | S             | 10/3/2014          | 10/13/2014          |
| 4VZVU1E98FC079320 | 530285            | 2015       | KG    | DB   | 4503       | S             | 10/6/2014          | 10/15/2014          |
| 4VZVU1E98FC079480 | 801125            | 2015       | EX    | DP   | 4553       | S             | 10/10/2014         | 10/20/2014          |
| 4VZVU1E94FC079282 | 801118            | 2015       | EX    | DP   | 4553       | S             | 8/29/2014          | 9/10/2014           |
| 4VZVU1E90FC079120 | 801106            | 2015       | EX    | DP   | 4553       | S             | 7/22/2014          | 7/31/2014           |
| 4VZVU1E9XFC079237 | 801111            | 2015       | EX    | DP   | 4553       | S             | 9/2/2014           | 9/11/2014           |
| 4VZVU1E98FC079253 | 801112            | 2015       | EX    | DP   | 4553       | S             | 9/5/2014           | 9/15/2014           |
| 4VZVU1E98FC078975 | 530271            | 2015       | KG    | DB   | 4503       | S             | 7/7/2014           | 7/15/2014           |

#### Canadian Units

| VIN Number        | Production Number | Model Year | Brand | Type | Floor Plan | Chassis Brand | Date In Production | Date Off Production |
|-------------------|-------------------|------------|-------|------|------------|---------------|--------------------|---------------------|
| 4VZVU1E90FC079134 | 530278            | 2015       | KG    | DB   | 4503       | S             | 8/26/2014          | 9/5/2014            |
| 4VZVU1E93FC079192 | 801115            | 2015       | EX    | DP   | 4503       | S             | 8/11/2014          | 8/20/2014           |
| 4VZVU1E98FC079074 | 801103            | 2015       | EX    | DP   | 4553       | S             | 6/25/2014          | 7/14/2014           |