

**NEWMAR  
CORPORATION  
WARRANTY DEPARTMENT**

**TECHNICAL SERVICE BULLETIN**

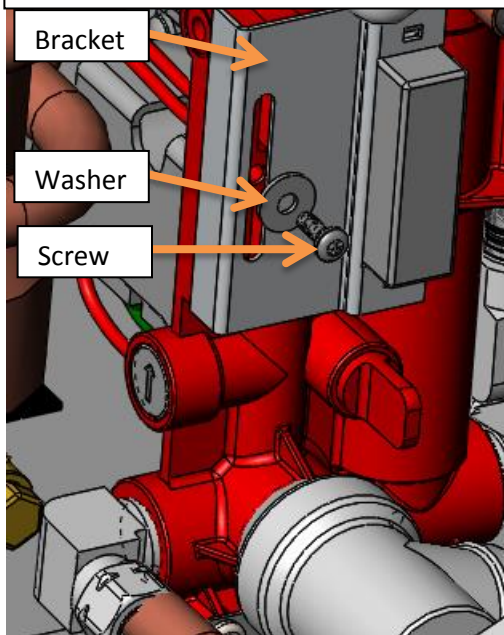
DATE ISSUED	MODEL YEAR(S) AFFECTED	TSB #
1/7/2016	2014, 2015, 2016	440
<b>BRAND</b>		
Bay Star Sport <input type="checkbox"/>	Ventana <input type="checkbox"/>	Essex <input type="checkbox"/>
Bay Star <input type="checkbox"/>	Dutch Star <input type="checkbox"/>	King Aire <input type="checkbox"/>
Canyon Star <input checked="" type="checkbox"/>	Mountain Aire <input type="checkbox"/>	Other <input type="checkbox"/>
Ventana LE <input type="checkbox"/>	London Aire <input type="checkbox"/>	
<b>DESCRIPTION</b>		
<p>Newmar Corporation has decided that a defect relating to motor vehicle safety exists in specific motor homes. This recall is the result of information provided to Newmar by Atwood Mobile Products.</p> <p>Motorhomes included in this recall include 2014, 2015 and 2016 model year Canyon Star Class A motor homes. These vehicles were manufactured by Newmar Corporation between 9/10/2013 and 8/18/2015.</p> <p><b>Issue:</b> A potential defect exists in the on-demand hot water heater, manufactured by Atwood Mobile Products, resulting in dangerous hot water temperature. This defect increases the risk of scalding injuries.</p>		
<b>RECOMMENDED ACTION</b>		
<p><b>Correction:</b> Atwood Mobile Products will provide a rework for the potential defect. There will be no charge for parts or labor.</p> <p><b>Repair Procedure:</b> Follow the attached work instructions provided by Atwood Mobile Products. To obtain the necessary parts and authorization, please contact the Newmar Dealer/Technical Support Department at 1-866-290-5371.</p> <p><b>Parts:</b> Part kits will be shipped by Atwood Mobile Products after Newmar Support is contacted.</p> <p>NHTSA #: 15V 747      TC #: 2015-537</p> <p>Flat Rate Code: 15v 747      Labor time: .5 hr.</p> <p><b><u>Please read this bulletin in its entirety prior to beginning any diagnosis or repairs.</u></b></p>		

## Locking Plate Installation Instructions

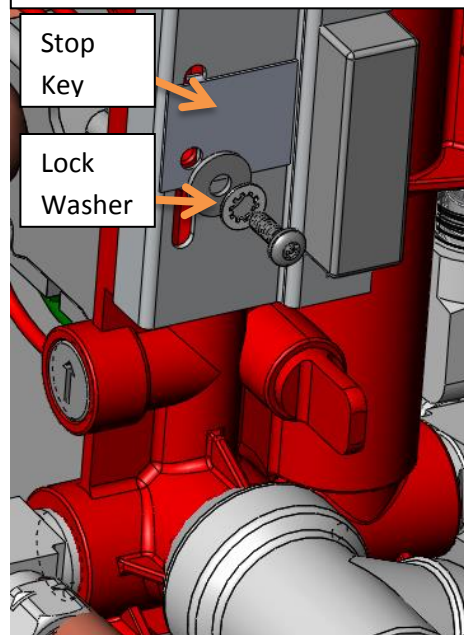
92005 Rev. 3

**Note:** This is to be installed only by qualified service center personnel. Disconnect electricity and shut off gas supply before installation. Ensure that unit is cool to touch before repair.

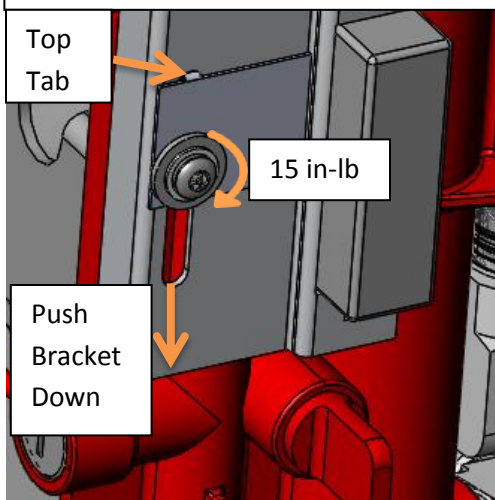
1) Remove screw and washer.



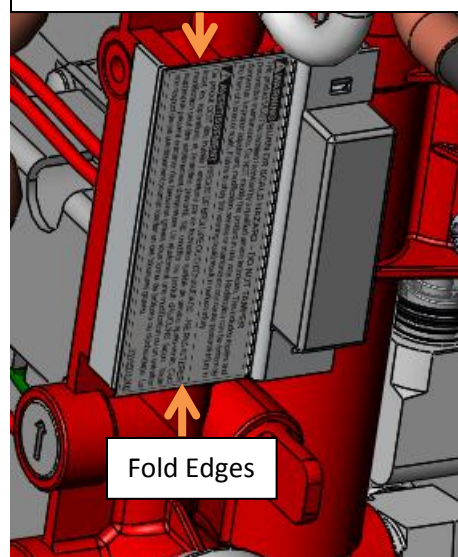
2) Place stop key onto bracket with tabs inside the slot. Finger tighten screw through lock washer and washer.



3) Slide bracket down until the top of the slot hits the top tab of the stop key. While holding the bracket against the tab, tighten screw to 15 in-lb.



4) Place the warning sticker over the top of the bracket. Fold edges of the sticker behind bracket.



5) To ensure that proper adjustment has been made, reconnect power and gas supply, then turn one faucet fully on and check that the water heater operates. Turn off the faucet and check that the water heater turns off.



WHEN YOU KNOW THE DIFFERENCE

## NEWMAR CORPORATION

NEWMARCORP.COM

Date: December 8, 2015  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No. 15V 747

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. 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. This recall is the result of information provided to us by Atwood Mobility Products.

On certain motorhomes, a defect in the on-demand hot water heater, manufactured by Atwood Mobile Products, could result in a risk of scalding injury due to excessive hot water temperature. Correction: Atwood Mobile Products will provide a rework for potential defect at no charge for parts or labor.

Motorhomes included in this recall include:

2014, 2015 and 2016 model year Canyon Star Class A motor homes. These vehicles were manufactured by Newmar Corporation between 9/10/2013 and 8/18/2015.

**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**

Atwood Mobile Products is working on a field rework kit for this safety defect.

**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: December 8, 2015

Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: # 2015-537

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 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**

In response to notification from Atwood Mobile Products, *Newmar Corporation* has decided that a defect *which* relates to motor vehicle safety exists in specific motor homes.

On certain motorhomes, a defect in the on-demand hot water heater, manufactured by Atwood Mobile Products, could result in a risk of scalding injury due to excessive hot water temperature. Correction: Owners will be provided with instructions from Atwood Mobile Products on how to have repairs completed.

Motorhomes included in this recall include:

2014 model year Canyon Star Class A motor home. This vehicle was manufactured by Newmar Corporation between 1/21/2014 and 1/30/2014.

**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**

Atwood Mobile Products is working on a field rework kit for this safety defect.

**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

VIN Number	Prod #	Year	Brand	Type	FP	Chas	Date in Prod	Date Off Prod
1F66F5DY1E0A01206	161065	2014	CS	CA	3921	F	10/14/2013	10/23/2013
1F66F5DYXE0A05013	161067	2014	CS	CA	3921	F	2/3/2014	2/12/2014
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1F66F5DY2E0A02915	161069	2014	CS	CA	3921	F	11/7/2013	11/18/2013
1F66F5DY4E0A00096	161071	2014	CS	CA	3921	F	9/18/2013	9/26/2013
1F66F5DY8E0A01199	161073	2014	CS	CA	3921	F	10/10/2013	10/21/2013
1F66F5DY0E0A00094	161074	2014	CS	CA	3921	F	9/10/2013	9/18/2013
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1F66F5DY5E0A10734	161294	2015	CS	CA	3921	F	6/25/2014	7/11/2014
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VIN Number	Prod #	Year	Brand	Type	FP	Chas	Date in Prod	Date Off Prod
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1F66F5DY4F0A04151	161340	2015	CS	CA	3921	F	12/2/2014	12/10/2014
1F66F5DY1E0A15851	161346	2015	CS	CA	3921	F	10/29/2014	11/6/2014
1F66F5DY9E0A15094	161356	2015	CS	CA	3921	F	10/8/2014	10/17/2014
1F66F5DY0E0A15517	161364	2015	CS	CA	3921	F	10/20/2014	10/28/2014
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1F66F5DY0G0A01099	161708	2016	CS	CA	3921	F	8/10/2015	8/19/2015
<b>CANADIAN UNITS</b>	<b>Prod #</b>	<b>Year</b>	<b>Brand</b>	<b>Type</b>	<b>FP</b>	<b>Chas</b>	<b>Date in Prod</b>	<b>Date Off Prod</b>
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