

NEWMAR CORPORATION WARRANTY DEPARTMENT

RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
3/23/2017	2015-2017	463 Amended

BRAND

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"/>		

DESCRIPTION

Newmar Corporation was made aware of a potential equipment defect relating to motor vehicle safety that may exist in specific motorhomes. TC# 2016-476 NHTSA# 16V 699 TC# 2016-476

On certain motorhomes manufactured by Newmar Corporation, the wheelchair access door with the power lock option may not operate as designed.

Issue: If the remote key fob is pressed while the motorhome is moving, the wheelchair access door could open increasing the risk of a crash and/or property damage. On certain motorhomes the wheel chair door control may retain memory of the last command and will complete the action when the ignition is turned off.

Correction: Dealers will add a relay delay board with wires provided to correct this issue.

RECOMMENDED ACTION

Customer Action: Contact the Newmar service department immediately at (800)731-8300. An associate will assist you in making an appointment to have this repair completed by Newmar or an Authorized Service Facility.

Dealer Action: Call the Newmar service department at (866)290-5371 to obtain authorization and order parts for recall 16v 699. The parts will be sent to the Authorized Service Facility.

Follow the attached work instructions to complete and test the addition of the relay to disable the wheelchair remote door operation while the ignition switch is in the run position and for 10 seconds thereafter.

Flat Rate Code: 16v 699A

Labor Time: .5 hr. (Prior authorization required)

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



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: October 5, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 16V 699

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. 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 motorhomes.

On certain motorhomes manufactured by Newmar Corporation, the wheelchair access door with power lock option may not operate as designed. If the remote key fob is pressed while the motorhome is moving the wheelchair access door could open. This could increase the risk of a crash and/or property damage. Correction: Dealers will add a relay harness to prevent the wheelchair access door from opening when the vehicle is in transit.

Motorhomes included in this recall include: 2015-2017 Canyon Star motorhomes built between 6/5/2014 and 9/6/2016.

These 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

Newmar will provide the work instructions.

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: October 5, 2016
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 2016-476

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.

On certain motorhomes, the wheelchair access door with power lock option may not operate as designed. If the remote key fob is pressed while the motorhome is moving, the wheelchair access door could open. This could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will add a relay harness to prevent the wheelchair access door from opening when the vehicle is in transit.

Motorhomes included in this recall include: 2016-2017 Canyon Star

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

This recall applies to certain Newmar Canyon Star motor homes built between 08/06/2015 and 01/16/2017.

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 will provide the work instructions.

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

How to Add the Ignition Lock Out Feature to a Power Wheelchair Door

Work instructions for Recall # 16V-699. Applies to some 2015, 2016, and 2017 Canyon Star Class A motorhomes manufactured between 6/5/2014 and 9/6/2016. This recall only applies to the 3911 floorplan with the power wheelchair door option.

Relevant Coaches

Model: Canyon Star
Year(s): 2015, 2016, 2017
Floorplan: 3911

Issue

Recall 16V 699 for Newmar Power Wheelchair Door, which can open during transit if the remote key fob is activated. The door may also open immediately after the ignition key is turned off if the electronics retain the activation signal.

Action

Follow the service procedure below to correct the condition. The approximate time to complete this repair is one-half of an hour (0.5 hr).

Necessary Tools and Replacement Parts

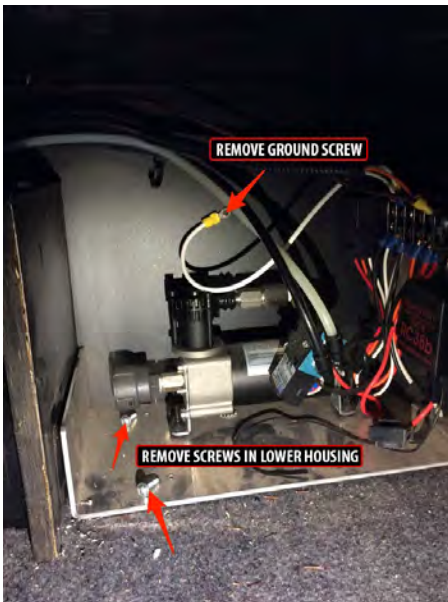
Wire Cutter or Wire Stripper
Screw Gun with a Square Bit
Wire Crimper
Phillips Screwdriver
Flashlight or Drop Light

Part Name	Part Quantity	Newmar Part Number
Relay Assembly with Timer	1 ea.	125776J
Yellow Butt Connector	1 ea.	10594
Yellow to Blue Reducing Butt Connector	1 ea.	107152
#8 x 1" Self Tapping Screw	1ea.	18158
Blue Butt Connector	3 ea.	16768
Green 16 Gauge Wire	4 ft.	20908
3/8" Black Flexible Conduit	4 ft.	107191
Black Wire Tie	3 ea.	10643

Service Procedure



Remove the cover around the door control. The control assembly is usually located in one of the storage compartments near the handicap door and in front of the rear axle on the passenger side.



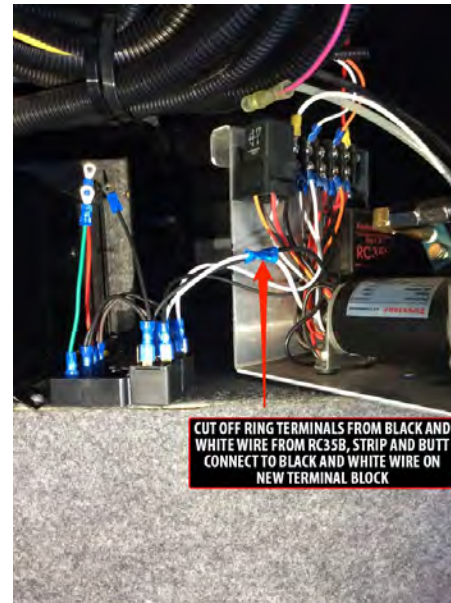
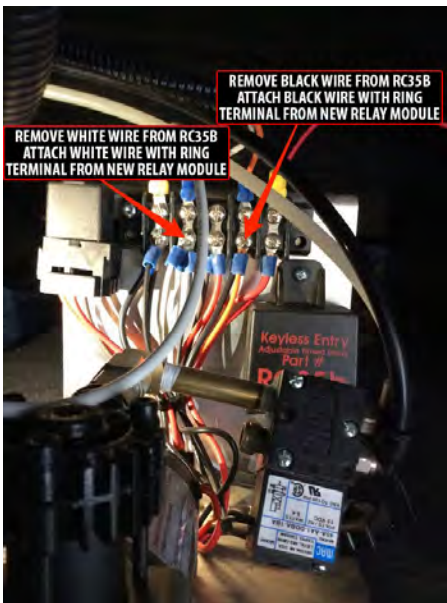
Remove the ground wire and mounting screws. Pull the power door opener control system to the edge of compartment ledge to access and install the new module.



Remove relay and harness if needed.

If the coach has had a relay installed to interrupt the main power wire (as previously outlined in the prior recall instructions), then it will need to be removed to provide constant power to the terminal block. If the relay was not installed, skip the removal outlined below.

To remove it, disconnect the relay from the ground and ignition wire, and then reconnect the main power wire together with a yellow butt connector. Discard the previously installed relay and harness, then reconnect the power wire at the end of the following procedure.



Install the new module.

Disconnect the black and white wires from the RC35B terminal block.

Cut the two ring terminals off of the black and white wire from the RC35B, and then strip them back.

Connect the black and white wires to the new relay with butt connectors (black-to-black and white-to-white).

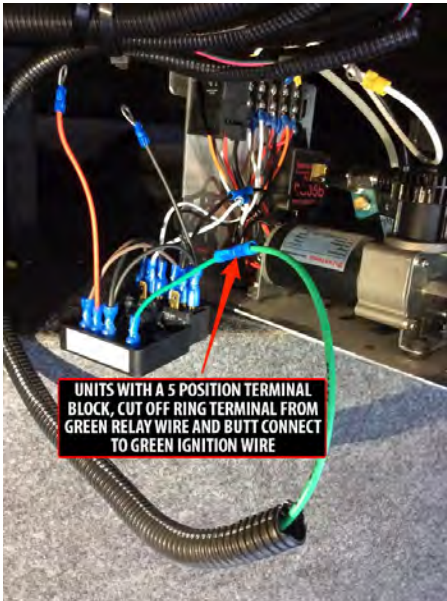
Connect the black wire with a ring terminal from the new relay to the terminal block (where the black wire was previously removed).

Connect the white wire with a ring terminal from the new relay to the terminal block (where the white wire was previously removed).

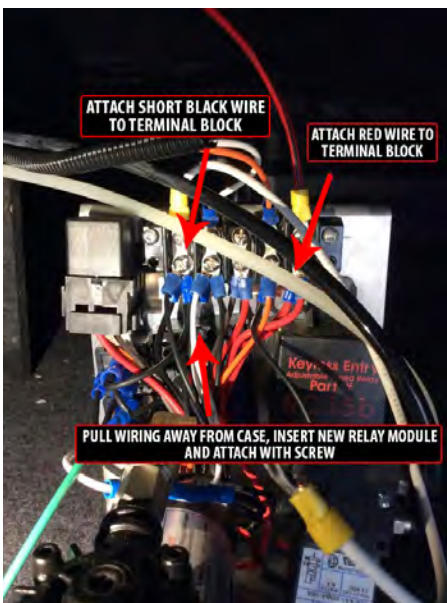


On coaches equipped with a 6-position terminal block, hook up the green wire to the open space in the terminal block.

Then hook up the green ignition wire to the top terminal in same space on the terminal block.



On coaches equipped with a 5-position terminal block, cut the ring terminal off the new relay. Then strip the insulation and connect it to the green wire using a blue butt connector.

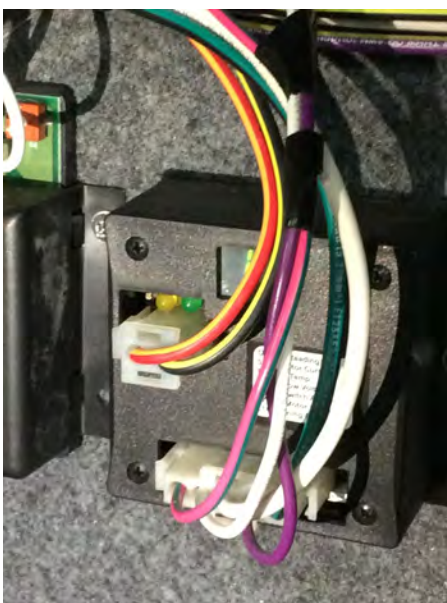


Move the wiring around, and install the new relay delay assembly against the metal housing under the terminal block.

Secure it with a one inch self-tapping screw, making sure you do not pinch the other wiring.

Hook up the red wire with a ring terminal from the new relay module to the red wire located at the terminal block connected to the main power wire.

Hook up the short black wire with ring terminal to the terminal position with ground wires.



Locate the pink wire with a green stripe (ignition wire) connecting to the slideout modules nearby.

Trace the wire back in loom to find a convenient spot to connect the green wire from the terminal block or the green wire on the new delay module.

Modify the length of the green wire (if necessary). The length will depend on where you can attach it to the pink wire with the green stripe (ignition wire).

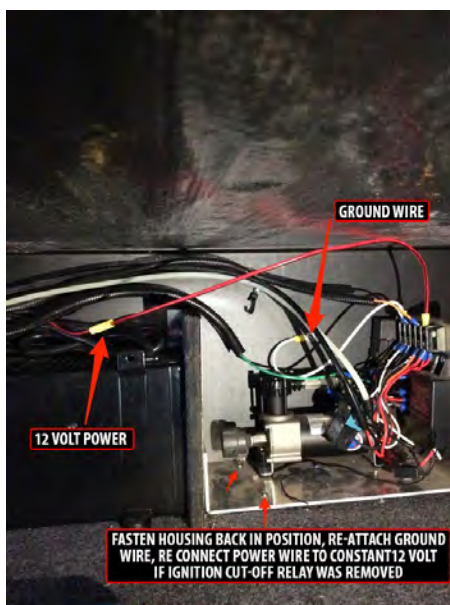


Cut the pink and green wire, and strip the insulation from both ends.

Use a yellow-to-blue butt connector to attach the green wire to the pink wire with green stripe wires.

Crimp two wires to the yellow side and one wire to the blue side.

Strap the green wire with loom when necessary.



Place the control assembly back into position. Then refasten it with screws, and reattach the ground wire.

Connect power if it was disconnected during the relay and harness removal. If the relay and relay harness were removed in one of the beginning steps, reconnect the power wire. If you did not need to remove the relay and harness, the power wire should already be connected.

Loom, strap, and tape the wires and looms as needed.

Testing for Proper Operation



Test the operation of the power door and key fob with the key in the 'off' position. Make sure it works.

Test the operation of the power door and key fob with the key in the 'run' position. Make sure it does not work.

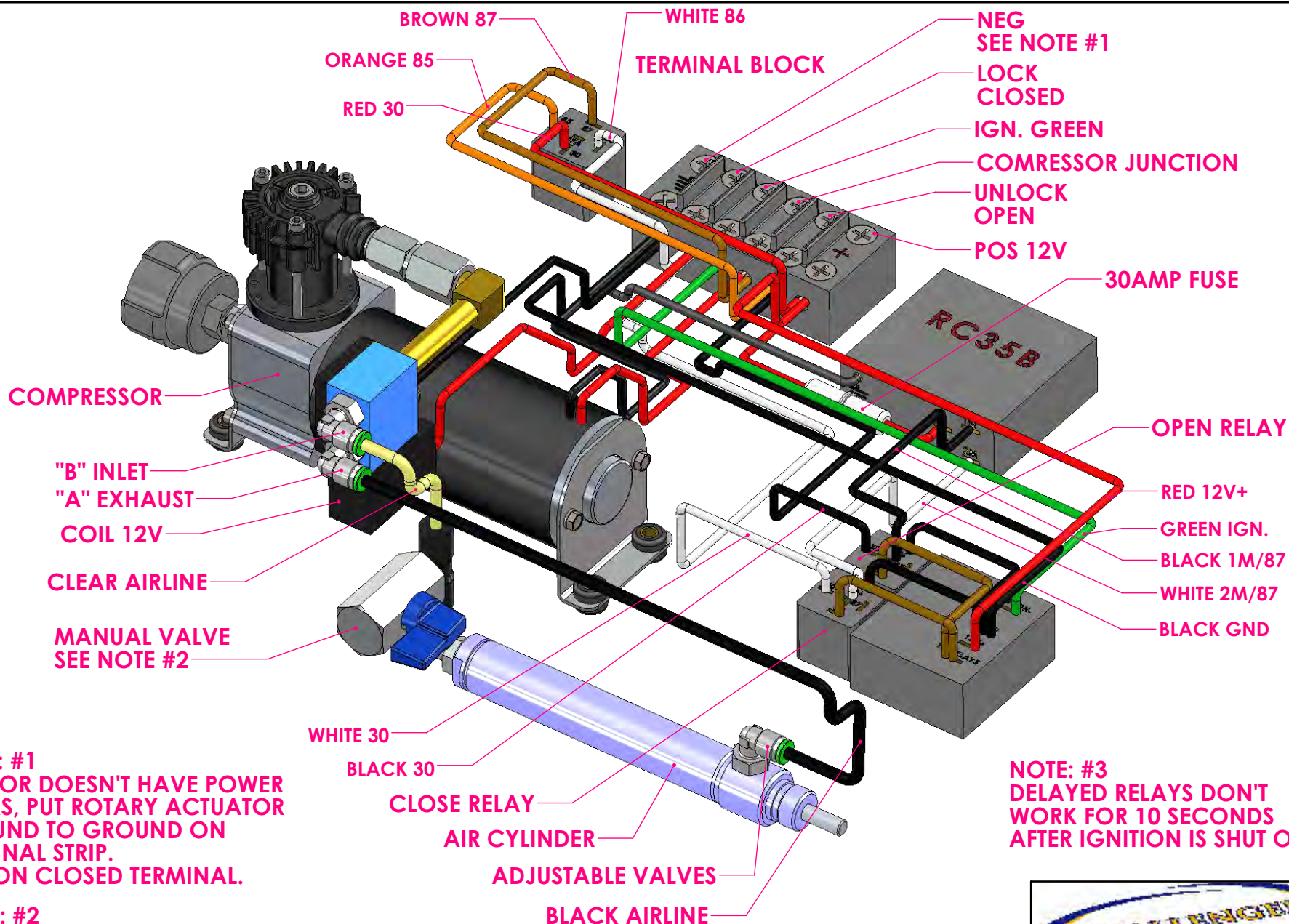
Test the delay function with the ignition on.

Then turn the ignition off, and press the unlock on the key fob as soon as you shut the key off. It should not open.

Press the unlock button over and over, ensuring that it does not open until after approximately 10 seconds. Then it should function normally until the ignition key is activated again.

Reinstall the cover around the door control.

Wiring Diagram



NOTE: #1
IF DOOR DOESN'T HAVE POWER
LOCKS, PUT ROTARY ACTUATOR
GROUND TO GROUND ON
TERMINAL STRIP.
NOT ON CLOSED TERMINAL.

NOTE: #2
IF COMPRESSOR FAILS.
OPEN MANUAL VALVE,
TO ALLOW DOORS TO MOVE
MANUALLY.
(VALVE USUALLY IN STORAGE
COMPARTMENT)

NOTE: #3
DELAYED RELAYS DON'T
WORK FOR 10 SECONDS
AFTER IGNITION IS SHUT OFF.

PROPRIETARY AND CONFIDENTIAL
THE INFORMATION CONTAINED IN THIS
DRAWING IS THE SOLE PROPERTY OF
CHALLENGER DOOR ENGINEERING. ANY
REPRODUCTION IN PART OR AS A WHOLE
WITHOUT THE WRITTEN PERMISSION OF
CHALLENGER ENGINEERING MANAGER IS
STRICTLY PROHIBITED.
E-MAIL: rlfave@challengerdoo.com

DIMENSIONS ARE IN INCHES
TOLERANCES:
ANGULAR: MACH ± 1.0
TWO PLACE DECIMAL $\pm .03$
THREE PLACE DECIMAL $\pm .015$
Material N/A
FINISH N/A
DO NOT SCALE DRAWING

	NAME	DATE
DRAWN	RLL	01/12/17
CHECKED	.	.
AREA	.	.
PERIMETER	.	.
TRACKING PART NO:	CHALLENGER DOOR 1205 East Lincoln Street PO Box 67 Nappanee IN 46550	



DESCRIPTION
AIR SYSTEM WIRING

SIZE A	DWG. NO. .	REV. A
SCALE: 1:2		WEIGHT: 5.088 FT/LB
SHEET 1 OF 1		

VIN Number	Prod#	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
1F66F5DYXF0A04154	161401	2015	CS	CA	3911	F	1/27/2015	2/5/2015
1F66F5DY7F0A07321	161583	2015	CS	CA	3911	F	4/16/2015	4/24/2015
1F66F5DY1F0A05032	161377	2015	CS	CA	3911	F	1/8/2015	1/19/2015
1F66F5DY2G0A11472	161834	2016	CS	CA	3911	F	3/24/2016	4/4/2016
1F66F5DY0F0A04566	161535	2015	CS	CA	3911	F	12/15/2014	1/9/2015
1F66F5DY4F0A06336	161561	2015	CS	CA	3911	F	3/20/2015	3/31/2015
1F66F5DY3G0A11917	161852	2016	CS	CA	3911	F	4/6/2016	4/18/2016
1F66F5DXYG0A08741	161832	2016	CS	CA	3911	F	1/25/2016	2/2/2016
1F66F5DY2G0A12430	161886	2016	CS	CA	3911	F	5/6/2016	5/16/2016
1F66F5DY5G0A00840	161706	2016	CS	CA	3911	F	7/27/2015	8/4/2015
1F66F5DY2G0A01525	161688	2016	CS	CA	3911	F	8/4/2015	8/12/2015
1F66F5DY3E0A15091	161359	2015	CS	CA	3911	F	10/2/2014	10/10/2014
1F66F5DY8F0A03682	161521	2015	CS	CA	3911	F	11/20/2014	12/2/2014
1F66F5DY6F0A04152	161380	2015	CS	CA	3911	F	12/4/2014	12/12/2014
1F66F5DY4G0A11473	161880	2016	CS	CA	3911	F	4/14/2016	4/22/2016
1F66F5DY1E0A15090	161357	2015	CS	CA	3911	F	9/30/2014	10/9/2014
1F66F5DY1E0A10732	161284	2015	CS	CA	3911	F	6/5/2014	6/18/2014
1F66F5DY1G0A00835	161658	2016	CS	CA	3911	F	7/21/2015	7/29/2015
1F66F5DY0G0A00177	161687	2016	CS	CA	3911	F	7/23/2015	7/31/2015
1F66F5DY8G0A11928	161873	2016	CS	CA	3911	F	4/4/2016	4/15/2016
1F66F5DY0F0A07788	161569	2015	CS	CA	3911	F	4/30/2015	5/8/2015
1F66F5DY4G0A12431	161887	2016	CS	CA	3911	F	5/9/2016	5/17/2016
1F66F5DY5F0A06443	161603	2015	CS	CA	3911	F	3/27/2015	4/7/2015
1F66F5DY5G0A13894	161902	2017	CS	CA	3911	F	6/8/2016	6/16/2016
1F66F5DY1G0A06702	161772	2016	CS	CA	3911	F	11/12/2015	11/20/2015
1F66F5DY9F0A05571	161551	2015	CS	CA	3911	F	2/9/2015	2/17/2015
1F66F5DY8F0A00295	161406	2015	CS	CA	3911	F	11/6/2014	11/14/2014
1F66F5DXYG0A06052	161741	2016	CS	CA	3911	F	11/9/2015	11/17/2015
1F66F5DY9F0A03464	161520	2015	CS	CA	3911	F	11/19/2014	12/2/2014
1F66F5DY8G0A14294	161905	2017	CS	CA	3911	F	6/27/2016	7/13/2016
1F66F5DY4G0A07682	161740	2016	CS	CA	3911	F	12/1/2015	12/8/2015
1F66F5DY9G0A12425	161884	2016	CS	CA	3911	F	4/21/2016	4/29/2016
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1F66F5DY8F0A08140	161588	2015	CS	CA	3911	F	5/20/2015	5/29/2015
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1F66F5DY7G0A11483	161870	2016	CS	CA	3911	F	3/22/2016	3/30/2016
1F66F5DY0E0A14660	161358	2015	CS	CA	3911	F	9/26/2014	10/6/2014
1F66F5DY1E0A15512	161341	2015	CS	CA	3911	F	10/10/2014	10/21/2014
1F66F5DY2G0A04733	161735	2016	CS	CA	3911	F	10/23/2015	11/2/2015
1F66F5DY8G0A09094	161857	2016	CS	CA	3911	F	2/9/2016	2/16/2016
1F66F5DY3E0A15088	161360	2015	CS	CA	3911	F	9/19/2014	9/30/2014
1F66F5DY7E0A14655	161333	2015	CS	CA	3911	F	8/28/2014	9/9/2014
1F66F5DYXF0A12917	161627	2016	CS	CA	3911	F	6/23/2015	7/10/2015
1F66F5DYXF0A03683	161522	2015	CS	CA	3911	F	11/21/2014	12/3/2014
1F66F5DY5G0A00174	161681	2016	CS	CA	3911	F	7/16/2015	7/27/2015
1F66F5DY5F0A11495	161623	2015	CS	CA	3911	F	6/8/2015	6/17/2015
1F66F5DY5E0A14654	161354	2015	CS	CA	3911	F	9/3/2014	9/11/2014
1F66F5DY7G0A01522	161631	2016	CS	CA	3911	F	7/27/2015	8/4/2015

VIN Number	Prod#	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
1F66F5DY3G0A09522	161793	2016	CS	CA	3911	F	2/15/2016	2/23/2016
1F66F5DY8G0A11475	161843	2016	CS	CA	3911	F	3/18/2016	3/29/2016
1F66F5DY2G0A15683	161955	2017	CS	CA	3911	F	8/19/2016	8/29/2016
1F66F5DY3G0A13893	161897	2017	CS	CA	3911	F	6/7/2016	6/16/2016
1F66F5DYXG0A15690	161958	2017	CS	CA	3911	F	8/26/2016	9/6/2016
1F66F5DYXF0A00699	161404	2015	CS	CA	3911	F	11/4/2014	11/12/2014
1F66F5DYXG0A06701	161759	2016	CS	CA	3911	F	11/11/2015	11/19/2015
1F66F5DY2G0A05722	161760	2016	CS	CA	3911	F	11/10/2015	11/18/2015
1F66F5DY6G0A09093	161858	2016	CS	CA	3911	F	2/10/2016	2/18/2016
1F66F5DY5G0A11918	161874	2016	CS	CA	3911	F	4/4/2016	4/14/2016

Amended Population list as of 2/1/2017

1F66F5DY9G0A15695	161976	2017	CS	CA	3911	F	9/12/2016	9/19/2016
1F66F5DY2G0A16011	161965	2017	CS	CA	3911	F	9/16/2016	9/26/2016
1F66F5DY1H0A00500	161980	2017	CS	CA	3911	F	9/28/2016	10/6/2016
1F66F5DY6H0A00900	161971	2017	CS	CA	3911	F	10/5/2016	10/12/2016
1F66F5DYXH0A06697	161998	2017	CS	CA	3911	F	10/26/2016	11/3/2016
1F66F5DY2H0A07696	162002	2017	CS	CA	3911	F	11/3/2016	11/10/2016
1F66F5DY6H0A08026	162010	2017	CS	CA	3911	F	11/7/2016	11/14/2016
1F66F5DY8H0A08027	162006	2017	CS	CA	3911	F	11/10/2016	11/17/2016
1F66F5DY9H0A08389	161995	2017	CS	CA	3911	F	11/29/2016	12/7/2016
1F66F5DY7H0A08858	162034	2017	CS	CA	3911	F	12/5/2016	12/12/2016
1F66F5DY8H0A09050	162018	2017	CS	CA	3911	F	12/8/2016	12/16/2016
1F66F5DY1H0A09052	161991	2017	CS	CA	3911	F	12/14/2016	12/21/2016
1F66F5DY6H0A09192	161997	2017	CS	CA	3911	F	1/9/2017	1/16/2017

Canadian Units

VIN Number	Prod#	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
1F66F5DY0G0A01104	161716	2016	CS	CA	3911	F	8/6/2015	8/14/2015
1F66F5DY1G0A13892	161908	2017	CS	CA	3911	F	6/9/2016	6/20/2016