

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
10/21/2016	2017	464

### 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 checked="" type="checkbox"/>	Other	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input checked="" type="checkbox"/>		

### DESCRIPTION

Spartan Motors USA, Inc. has decided that a defect relating to motor vehicle safety exists in specific motor homes built on Spartan chassis. In response, Newmar Corporation is publishing recall: NHTSA #16V 715 TC #2016-486.

**Issue:** On certain motorhomes, the power steering pump may have an undersized bore in the spool housing. This may cause the spool to stick resulting in reduced power steering fluid flow, which may result in an intermittent loss of power steering. This could happen without warning. An intermittent loss of power steering could increase the risk of a crash and/or property damage.

**Correction:** The power steering pump will be inspected and replaced as needed by an authorized Spartan service center.

**Units Affected:** Check attached population list for specific unit numbers.

### RECOMMENDED ACTION

**Repair Procedure:** Contact Spartan Motors to locate and schedule the recall procedure at an authorized Spartan service facility. Spartan Motors will provide the work instructions. To obtain necessary parts and/or verify recall status, please call 1-800-543-4277 option 0, providing the VIN number (last 8 digits) and mileage of the unit. If you have technical questions, please call Spartan Chassis Customer Product Support Department at 1-800-393-8861.

**Flat Rate Code:** 16V 676

**Labor Time:** Spartan has set the 1.0 hour for inspection and 3.0 hours additional for pump replacement. Total 4.0 hours.

**Note:** Newmar will not be authorizing this repair. Spartan Motors will authorize and schedule this repair. If you need assistance contacting Spartan Motors, contact Newmar at 866-290-5371 for assistance.

**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 17, 2016  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 16V 715

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 motor homes built on Spartan chassis. This recall is the result of information provided to us by Spartan Motors USA.*

On certain motorhomes, the power steering pump may have an undersized bore in the spool housing. This may cause the spool to stick resulting in reduced power steering fluid flow which may result in an intermittent loss of power steering. This could happen without warning. An intermittent loss of power steering could increase the risk of a crash and/or property damage. Correction: The power steering pump will be replaced.

**The 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 contact Spartan Motors for 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 17, 2016  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: # 2016-486

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**

*In response to notification from Spartan Motors USA, Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motor homes built on Spartan chassis.*

On certain motorhomes, a defect in the power steering pump could result in an intermittent loss of power steering assist without warning. This would unexpectedly increase the steering effort force necessary to steer the vehicle, which could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will replace the power steering pump.

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

Motorhomes included in this recall: 2017 Essex, London Aire and Mountain Aire built between 05/27/2016 and 07/15/2016.

## **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**

Spartan Motors USA 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

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4VZVU1E98HC082219	530375	2017	KG	DB		4533 S	7/28/2016	8/5/2016
4VZVU1E90HC082277	530373	2017	KG	DB		4584 S	6/20/2016	6/28/2016
4VZVU1E92HC082278	530372	2017	KG	DB		4519 S	7/12/2016	7/20/2016
4VZVU1E92HC082216	530371	2017	KG	DB		4519 S	5/13/2016	5/25/2016
4VZVU1E99HC082214	501339	2017	LA	DP		4533 S	5/12/2016	5/20/2016
4VZVU1E9XHC082285	801212	2017	EX	DP		4519 S	5/24/2016	6/3/2016
4VZVU1E95HC082369	530374	2017	KG	DB		4519 S	8/2/2016	8/10/2016
4VZVU1E96HC082445	501447	2017	LA	DP		4519 S	6/3/2016	6/13/2016
4VZVU1E98HC082446	501446	2017	LA	DP		4519 S	7/11/2016	7/19/2016
4VZVU1E95HC082436	501445	2017	LA	DP		4553 S	6/24/2016	7/12/2016
4VZVU1E91HC082451	904485	2017	MA	DP		4553 S	8/15/2016	8/23/2016
4VZVU1E93HC082502	501458	2017	LA	DP		4539 S	8/10/2016	8/18/2016

#### Canadian Units

4VZVU1E90HC082215	904468	2017	MA	DP		4533 S	6/21/2016	6/29/2016
4VZVU1E94HC082217	501442	2017	LA	DP		4533 S	5/27/2016	6/8/2016
4VZVU1E90HC082313	801214	2017	EX	DP		4519 S	6/6/2016	6/15/2016
4VZVU1E97HC082437	501454	2017	LA	DP		4519 S	6/29/2016	7/15/2016