Rec	ALL SERV	VIC	E BUI	LE	TIN				
DATE ISSUED	MODEL YEA	AR(S)	AFFECTED		RSB #				
11/03/2016	2011 tl	hrough	2017		465				
Brand									
Bay Star Sport	Ventana		Essex						
Bay Star 🛛	Dutch Star		King Aire						
Canyon Star	Mountain Aire		Other						
Ventana LE 🛛 🗖	London Aire								
	Desc	RIPT	ION						
Newmar Corporation has o	lecided that a defect relation NHTSA # 16v 744	-	tor vehicle safe TC # 2016-503	ty exists	in specific motorhomes.				
On certain recreational ver on the wheelchair lift bas These vehicles fail to cor relating to platform lift ins	se may have been assemb nply with the requirement	oled usin ts of fed	g 'grade #2' b	olts inst	tead of 'grade #5' bolts.				
<b>Issue</b> : Any person or pers may allow the lift to move		y of the l	ift could be inj	ured if the	he lift bolts break, which				
Correction: Authorized N	ewmar service facilities w	ill replac	the 'grade #2	' bolts v	vith 'grade #5' bolts.				
<u>Units Affected</u> : This reca attached population list for				on the 39	911 floorplan. Check the				
	Recommen	NDEC		I					
<u>Customer Action</u> : Contactive with scheduling an appoint	-		. ,		•				
<b>Dealer Action:</b> Call the N necessary parts for recall 1									
Follow the attached work instructions to complete the procedure for the mounting bolt replacement.									
<u>Flat Rate Code</u> : 16v 744 <u>Labor Time</u> : 2.0 hr.									
<u>Please read this bu</u>	lletin in its entirety priv	or to be	<mark>ginning any a</mark>	<u>liagnos</u>	<u>is or repairs.</u>				



Date: October 28, 2016

### Re: Newmar Corporation – Motor Vehicle Recall Notification

### Subject:Recall Campaign No.: 16V 744

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 certain 2012-2017 Canyon Star motor homes manufactured September 7, 2011, to September 6, 2016 and equipped with wheelchair lifts fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 404, "Platform Lift Installations".

On certain motorhomes, the wheelchair lift base may have been assembled with bolts that do not meet specifications. If the bolts were to break, it could cause the lift to move unintentionally, increasing the risk of injury to the lift operator. Correction: Dealers will replace the grade 2 bolts with grade 5 bolts.

Motorhomes included in this recall include: 2012-2017 Canyon Star 3911 motorhomes built between 09/07/2011 and 09/06/2016.

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**

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



# NEWMAR CORPORATION

# Date:October 28, 2016Re:Newmar Corporation – Motor Vehicle Recall Notification

### Subject:Recall Campaign No.: # 2016-503

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 lift base may have been assembled with bolts that do not meet specifications. If the bolts were to break, it could cause the lift to move unintentionally, increasing the risk of injury to the lift operator. Correction: Dealers will replace the grade 2 bolts with grade 5 bolts.

Motorhomes included in this recall include: 2012-2017 model year Canyon Star 3911.

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

This recall applies to certain Newmar motorhomes built between 11/04/20011 and 09/06/2016.

### 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**

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 Change Wheelchair Lift Mounting Bolts

# **Relevant Coaches**

Model: Canyon Star Year(s): 2011, 2012, 2013, 2014, 2015, 2016, 2017 Floorplan: 3911

# Issue

Recall 16V 744 - The bolt fasteners installed on the wheelchair lift base may have been assembled using 'grade #2' bolts instead of 'grade #5' bolts. Any person or persons within close proximity of the lift could be injured if the lift should move unintentionally.

# Action

Follow the service procedure below to correct the condition. The approximate time to complete this repair is two hours (2.0 hr).

# **Necessary Tools & Replacement Parts**

Drill	Screwgun		
8" x 3/8" Drill Bit	Square Bit		
9/16" Socket 1/2" Drive	Putty Knife		
1/2" Torque Wrench	Razor Blade Scraper		
1/2" Drive Extension(s)	Caulk Gun		

Part Name	Part Quantity	Newmar Part Number
Carriage Bolt 4 1/2" x 3/8" Grade #5	6 ea.	136657
3/8" Lock Washer	6 ea.	135691
3/8" Nut	6 ea.	28997
Black Silicone	1 ea.	24114

# **Service Procedure**

# **Interior Setup**



**Exterior Setup** 



Open the door. 1.

- 2. Using the attached controller, open the wheelchair lift until the bridge plate lifts off of the coach floor.
- 3. Flip the power lift switch to the OFF position.

4. Fully extend the passenger side leveling jacks to increase the clearance between the tire and the access cover.

5. Install the jack stands on the frame.



# Gaining Access Under the Wheel Well





6. Remove the screws around the perimeter of the access panel.

7. Remove the access cover above the wheel well. Use a putty knife to work the silicone loose. Mark the orientation of the panel so the screw holes will align during installation.

8. Clean the old silicone off of the cover for reinstallation, and set the cover aside.

9. Pull the insulation down to expose the bolts and nuts.





### Gaining Access Above the Water Heater





10. Open the door of the compartment bay next to the water heater.

11. Remove the panel beside the water heater, and set it aside for reinstallation. This will provide access to the bolts above the water heater.



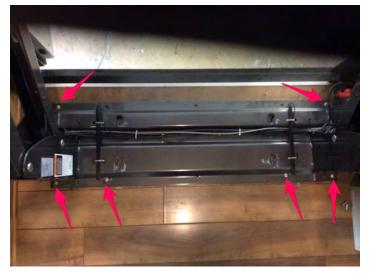
### Accessing the Bolts Beneath the Lift Ramp Plate



- 12. Use a 5/32" allen wrench to remove the two screws from the yellow plate.
- 13. Slide the plate toward the door opening, and lift up.
- 14. Remove the plate, and set it aside to reinstall later.



### Inspecting and Replacing the Bolts



15. Inspect the steel plate for six mounting bolts. If the unit has six bolts, replace them one at a time until all six have been replaced by 'grade #5' bolts.



#### Do not remove all of the bolts on one side or the other, as it may cause the lift to shift location.



16. If only four mounting bolts are installed, use a  $8" \times 3/8"$  drill bit to drill two holes through the steel plate, floor, and through the steel beneath the floor. Make sure you do not drill into any wires or water lines during this process.

- 17. Add two new 'grade #5' bolts, and tighten them.
- 18. One at a time, swap out the four remaining bolts.

### **Torquing the Bolts**

19. Once all six bolts are installed, torque them to 33 ft. lbs.



It may be necessary to use extensions to be able to torque the bolts above the water heater.



### Reassembling Beneath the Wheel Well



### Reassembling the Compartment and Lift

- 23. Reinstall the panel in the compartment bay using the removed screws.
- 24. Reinstall the cover at the wheelchair door by placing the tabs in the slots.
- 25. Push the plate away from the door opening.
- 26. Install the two allen head bolts using a 5/32" allen wrench.

# Removing the Safety Equipment and Testing the Lift Operation

- 27. Remove the jack stand.
- 28. Store the leveling jacks.
- 29. Flip the power lift switch to the ON position.
- 30. Test the lift operation.
- 31. Store the lift.
- 32. Flip the power lift switch to the OFF& position.
- 33. Close the wheel chair door.

Reinstall the insulation. 20.

21. Reinstall the access cover, resealing it with black silicone on the back side and attaching with the screws you removed. Use the orientation marking to align screw holes.

22. Seal around the perimeter of the access cover.

VIN Number	Production Number	Model Year Bran	d Type	Floor Plan Chassis Brand	Date In Production	Date Off Production
1F66F5DY1B0A11732	160600	2012 CS	CA	3911 F	9/7/2011	9/16/2011
1F66F5DY9C0A01533	160630	2012 CS	CA	3911 F	10/14/2011	10/25/2011
1F66F5DY3C0A02158	160635	2012 CS	CA	3911 F	11/17/2011	11/29/2011
1F66F5DYXC0A02349	160656	2012 CS	CA	3911 F	1/19/2012	
1F66F5DY3C0A02354	160675	2012 CS	CA	3911 F	2/13/2012	
1F66F5DY4C0A02699	160661	2012 CS	CA	3911 F	3/7/2012	
1F66F5DY3C0A02841	160682	2012 CS	CA	3911 F	3/12/2012	
1F66F5DY5C0A02999	160691	2012 CS	CA	3911 F	3/14/2012	
1F66F5DY0C0A03011	160703	2012 CS	СА	3911 F	4/26/2012	
1F66F5DY6C0A03711	160703	2012 CS	СА	3911 F	5/10/2012	
1F66F5DYXC0A06790	160755	2013 CS	CA	3911 F	7/12/2012	
1F66F5DY4D0A00002	160755	2013 CS	CA	3911 F	7/25/2012	
1F66F5DY3D0A00993	160753	2013 CS	CA	3911 F	8/7/2012	
1F66F5DY3D0A00393	16075	2013 CS	CA	3911 F		
1F66F5DY3D0A01738	160773	2013 CS	CA	3911 F 3911 F	8/29/2012	
1F66F5DY1D0A02209	160788	2013 CS	CA	3911 F 3911 F	9/13/2012 9/15/2012	
			CA			
1F66F5DY9D0A02439	160793	2013 CS		3911 F	9/26/2012	
1F66F5DY4D0A04907	160832	2013 CS	CA	3911 F	11/30/2012	
1F66F5DY6D0A04911	160838	2013 CS	CA	3911 F	12/4/2012	
1F66F5DYXD0A04913	160847	2013 CS	CA	3911 F	12/14/2012	
1F66F5DY1D0A04914	160809	2013 CS 2013 CS	CA	3911 F	1/7/2013	1/14/2013
1F66F5DY0D0A05875	160844		CA	3911 F	1/22/2013	1/30/2013
1F66F5DY9D0A05874	160865	2013 CS	CA	3911 F	1/30/2013	2/7/2013
1F66F5DY9D0A07124	160900	2013 CS	CA	3911 F	3/15/2013	3/25/2013
1F66F5DY6D0A07128	160903	2013 CS	CA	3911 F	3/28/2013	4/8/2013
1F66F5DY4D0A07127	160916	2013 CS	CA	3911 F	4/2/2013	4/10/2013
1F66F5DY3D0A08706	160910	2013 CS	CA	3911 F	5/2/2013	5/10/2013
1F66F5DYXD0A08704	160918	2013 CS	CA	3911 F	5/1/2013	5/10/2013
1F66F5DY3D0A09581	160937	2014 CS	CA	3911 F	5/30/2013	6/10/2013
1F66F5DY5D0A09582	160991	2014 CS	CA	3911 F	6/4/2013	6/13/2013
1F66F5DY5D0A09873	160969	2014 CS	CA	3911 F	6/7/2013	6/17/2013
1F66F5DY7D0A09874	160973	2014 CS	CA	3911 F	6/6/2013	6/17/2013
1F66F5DY1D0A09871	160938	2014 CS	CA	3911 F	6/7/2013	6/17/2013
1F66F5DY3D0A09872	160947	2014 CS	CA	3911 F	6/11/2013	6/19/2013
1F66F5DY0D0A10249	160977	2014 CS	CA	3911 F	6/19/2013	6/27/2013
1F66F5DYXD0A10551	160981	2014 CS	CA	3911 F	6/20/2013	6/27/2013
1F66F5DY5D0A10554	161006	2014 CS	CA	3911 F	6/27/2013	7/15/2013
1F66F5DY1D0A09580	161011	2014 CS	CA	3911 F	7/12/2013	7/22/2013
1F66F5DY9D0A10556	161047	2014 CS	CA	3911 F	8/2/2013	8/12/2013
1F66F5DY6D0A13009	161013	2014 CS	CA	3911 F	8/20/2013	8/28/2013
1F66F5DY6D0A13799	161079	2014 CS	CA	3911 F	9/5/2013	9/13/2013
1F66F5DY5E0A00091	161043	2014 CS	CA	3911 F	9/16/2013	9/24/2013
1F66F5DY3D0A14117	161060	2014 CS	CA	3911 F	9/27/2013	10/7/2013
1F66F5DY0E0A00502	161066	2014 CS	CA	3911 F	10/1/2013	10/10/2013
1F66F5DY7E0A00495	161070	2014 CS	CA	3911 F	10/9/2013	10/18/2013
1F66F5DY4E0A01880	161115	2014 CS	CA	3911 F	10/22/2013	10/31/2013
1F66F5DY8E0A01882	161080	2014 CS	CA	3911 F	10/24/2013	11/1/2013
1F66F5DY9E0A02913	161112	2014 CS	CA	3911 F	11/6/2013	11/14/2013
1F66F5DY9E0A03530	161113	2014 CS	CA	3911 F	11/18/2013	11/26/2013
1F66F5DY7E0A03901	161166	2014 CS	CA	3911 F	11/26/2013	12/9/2013
1F66F5DY6E0A03906	161159	2014 CS	CA	3911 F	12/13/2013	
1F66F5DY8E0A03907	161106	2014 CS	CA	3911 F	12/16/2013	1/10/2014
1F66F5DY7E0A04238	161133	2014 CS	CA	3911 F	12/18/2013	1/14/2014
1F66F5DY7E0A05342	161157	2014 CS	CA	3911 F	2/5/2014	2/13/2014
1F66F5DY9E0A05746	161215	2014 CS	CA	3911 F	3/20/2014	3/28/2014
1F66F5DY1E0A06454	161228	2014 CS	CA	3911 F	4/1/2014	4/9/2014
1F66F5DY3E0A06987	161254	2014 CS	CA	3911 F	4/16/2014	4/28/2014

VIN Number	Production Number	Model Year Brand	Туре	Floor Plan Chassis Brand	Date In Production	Date Off Production
1F66F5DY9E0A07268	161268	2014 CS	CA	3911 F	4/28/2014	5/6/2014
1F66F5DY2E0A08701	161274	2014 CS	CA	3911 F	5/9/2014	5/20/2014
1F66F5DY6E0A08992	161288	2014 CS	CA	3911 F	6/5/2014	6/17/2014
1F66F5DY1E0A10732	161284	2015 CS	CA	3911 F	6/5/2014	6/18/2014
1F66F5DY7E0A14655	161333	2015 CS	CA	3911 F	8/28/2014	9/9/2014
1F66F5DY5E0A14654	161354	2015 CS	CA	3911 F	9/3/2014	9/11/2014
1F66F5DY3E0A15088	161360	2015 CS	CA	3911 F	9/19/2014	9/30/2014
1F66F5DY0E0A14660	161358	2015 CS	CA	3911 F	9/26/2014	10/6/2014
1F66F5DY1E0A15090	161358	2015 CS	CA	3911 F	9/30/2014	10/9/2014
1F66F5DY3E0A15091	161359	2015 CS	CA	3911 F	10/2/2014	10/10/2014
1F66F5DY1E0A15512	161341	2015 CS	CA	3911 F	10/10/2014	10/21/2014
1F66F5DY8F0A00295	161406	2015 CS	CA	3911 F	11/6/2014	11/14/2014
1F66F5DY8F0A03682	161521	2015 CS	CA	3911 F	11/20/2014	12/2/2014
1F66F5DY9F0A03464	161520	2015 CS	CA	3911 F	11/19/2014	12/2/2014
1F66F5DYXF0A03683	161522	2015 CS	CA	3911 F	11/21/2014	12/3/2014
1F66F5DY6F0A04152	161380	2015 CS	CA	3911 F	12/4/2014	12/12/2014
1F66F5DY0F0A04566	161535	2015 CS	CA	3911 F	12/15/2014	1/9/2015
1F66F5DY1F0A05032	161333	2015 CS	CA	3911 F	1/8/2015	1/19/2015
1F66F5DYXF0A04154	161401	2015 CS	CA	3911 F	1/27/2015	2/5/2015
1F66F5DY9F0A05571	161551	2015 CS	CA	3911 F	2/9/2015	2/17/2015
1F66F5DY3F0A05680	161536	2015 CS	CA	3911 F	2/16/2015	2/23/2015
1F66F5DY4F0A06336	161561	2015 CS	CA	3911 F	3/20/2015	3/31/2015
1F66F5DY5F0A06443	161603	2015 CS	CA	3911 F	3/27/2015	4/7/2015
1F66F5DY5F0A06443	161603	2015 CS	CA	3911 F	3/27/2015	4/7/2015
1F66F5DY7F0A07321	161583	2015 CS	CA	3911 F	4/16/2015	4/24/2015
1F66F5DY8F0A08140	161588	2015 CS	CA	3911 F	5/20/2015	5/29/2015
1F66F5DY5F0A11495	161623	2015 CS	CA	3911 F	6/8/2015	6/17/2015
1F66F5DYXF0A12917	161627	2016 CS	CA	3911 F	6/23/2015	7/10/2015
1F66F5DY5G0A00174	161681	2016 CS	CA	3911 F	7/16/2015	7/27/2015
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
1F66F5DY9G0A00839	161711	2016 CS	CA	3911 F	7/24/2015	8/3/2015
1F66F5DY5G0A00840	161706	2016 CS	CA	3911 F	7/27/2015	8/4/2015
1F66F5DY7G0A01522	161631	2016 CS	CA	3911 F	7/27/2015	8/4/2015
1F66F5DY2G0A01525	161688	2016 CS	CA	3911 F	8/4/2015	8/12/2015
1F66F5DY4G0A01106	161710	2016 CS	CA	3911 F	8/7/2015	8/17/2015
1F66F5DY7G0A01892	161717	2016 CS	CA	3911 F	8/28/2015	9/8/2015
1F66F5DY6G0A04735	161739	2016 CS	CA	3911 F	10/26/2015	11/2/2015
1F66F5DY2G0A04733	161735	2016 CS	CA	3911 F	10/23/2015	11/2/2015
1F66F5DYXG0A06052	161741	2016 CS	CA	3911 F	11/9/2015	11/17/2015
1F66F5DY1G0A06702	161772	2016 CS	CA	3911 F	11/12/2015	11/20/2015
1F66F5DY4G0A07682	161740	2016 CS	CA	3911 F	12/1/2015	12/8/2015
1F66F5DYXG0A08741	161832	2016 CS	CA	3911 F	1/25/2016	2/2/2016
1F66F5DY8G0A09094	161857	2016 CS	CA	3911 F	2/9/2016	2/16/2016
1F66F5DY5G0A11482	161869	2016 CS	CA	3911 F	3/21/2016	3/30/2016
1F66F5DY7G0A11483	161870	2016 CS	CA	3911 F	3/22/2016	3/30/2016
1F66F5DY2G0A11472	161834	2016 CS	CA	3911 F	3/24/2016	4/4/2016
1F66F5DY8G0A11928	161873	2016 CS	CA	3911 F	4/4/2016	4/15/2016
1F66F5DY3G0A11917	161852	2016 CS	CA	3911 F	4/6/2016	4/18/2016
1F66F5DY4G0A11473	161880	2016 CS	CA	3911 F	4/14/2016	4/22/2016
1F66F5DY9G0A12425	161884	2016 CS	CA	3911 F	4/21/2016	4/29/2016
1F66F5DYXG0A10540	161882	2016 CS	CA	3911 F	4/22/2016	5/3/2016
1F66F5DY2G0A12430	161886	2016 CS	CA	3911 F	5/6/2016	5/16/2016
1F66F5DY4G0A12431	161887	2016 CS	CA	3911 F	5/9/2016	5/17/2016
1F66F5DY5G0A13894	161902	2017 CS	CA	3911 F	6/8/2016	6/16/2016
1F66F5DY8G0A14294	161905	2017 CS	CA	3911 F	6/27/2016	7/13/2016
1F66F5DY2G0A15683	161955	2017 CS	CA	3911 F	8/19/2016	8/29/2016

VIN Number	Production Number	Model Year	Brand	Туре	Floor Plan Chassis Brand	Date In Production	Date Off Production
Canadian Units							
VIN Number	Production Number	Model Year	Brand	Туре	Floor Plan Chassis Brand	Date In Production	Date Off Production
1F66F5DYXC0A01539	160636	2012	CS	CA	3911 F	11/4/2011	11/14/2011
1F66F5DY5C0A06065	160737	2013	CS	CA	3911 F	7/12/2012	7/20/2012
1F66F5DY6D0A04147	160825	2013	CS	CA	3911 F	11/5/2012	11/13/2012
1F66F5DY6D0A04908	160837	2013	CS	CA	3911 F	12/3/2012	12/10/2012
1F66F5DY1D0A08123	160909	2013	CS	CA	3911 F	4/5/2013	4/15/2013
1F66F5DY7E0A02585	161098	2014	CS	CA	3911 F	11/1/2013	11/11/2013
1F66F5DY8E0A05737	161206	2014	CS	CA	3911 F	3/4/2014	3/13/2014
1F66F5DY5E0A06988	161246	2014	CS	CA	3911 F	4/15/2014	4/28/2014
1F66F5DYXF0A00699	161404	2015	CS	CA	3911 F	11/4/2014	11/12/2014
1F66F5DY0F0A07788	161569	2015	CS	CA	3911 F	4/30/2015	5/8/2015
1F66F5DY0G0A01104	161716	2016	CS	CA	3911 F	8/6/2015	8/14/2015
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
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
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
1F66F5DY3G0A13893	161897	2017	CS	CA	3911 F	6/7/2016	6/16/2016
1F66F5DY1G0A13892	161908	2017	CS	CA	3911 F	6/9/2016	6/20/2016
1F66F5DY2G0A14842	161927	2017	CS	CA	3911 F	8/8/2016	8/16/2016
1F66F5DYXG0A15690	161958	2017	CS	CA	3911 F	8/26/2016	9/6/2016