

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
12/02/2016	2016, 2017	468

### BRAND

Bay Star Sport	<input type="checkbox"/>	Ventana	<input checked="" type="checkbox"/>	Essex	<input type="checkbox"/>
Bay Star	<input type="checkbox"/>	Dutch Star	<input checked="" type="checkbox"/>	King Aire	<input 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

Newmar Corporation has decided that a defect relating to motor vehicle safety exists in specific motorhomes.

NHTSA# 16V 773 TC# 2016-523

**Issue:** On certain motorhomes, the wardrobe slide out motor may have been installed without a brake. If the motor does not have a brake installed, the slideout could move, increasing the risk of an injury and/or property damage.

**Correction:** Authorized Newmar service facilities will inspect and change the motor when necessary.

Motorhomes in this recall include: 2017 Dutch Star and 2016-2017 Ventana motorhomes built between 5/17/2016 and 09/27/2016.

### RECOMMENDED ACTION

**Customer Action:** Contact the Newmar service department 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 773. The parts will be sent to the Authorized Service Facility.

Follow the attached work instructions to complete the slideout motor replacement procedure.

**Flat Rate Code:** 16V 773

**Labor Time:** 2.0 hours

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



WHEN YOU KNOW THE DIFFERENCE

## NEWMAR CORPORATION

NEWMARCORP.COM

Date: November 10, 2016

Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 16V 773

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, the wardrobe slide out motor may have been installed without having a brake. A missing brake on the motor could cause the slide out wardrobe to move unexpectedly, which could increase the risk of injury and or damage to property. Correction: Dealers will inspect the motor and replace it as necessary.

Motorhomes included in this recall include: 2017 Dutch Star and 2017 Ventana motorhomes.

**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



WHEN YOU KNOW THE DIFFERENCE

## NEWMAR CORPORATION

NEWMARCORP.COM

Date: November 10, 2016

Re: Newmar Corporation – Motor Vehicle Recall Notification

---

Subject: Recall Campaign No.: # 2016-523

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 wardrobe slide out motor may have been installed without having a brake. A missing brake on the motor could cause the slide out wardrobe to move unexpectedly, which could increase the risk of injury and or damage to property. Correction: Dealers will inspect the motor and replace it as necessary.*

Motorhomes included in this recall include: 2017 Ventana built between 07/14/2016 and 07/22/2016.

**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

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## How to Replace Motor on Single Tube Wardrobe Slideout

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### Relevant Coaches

Model: Ventana, Dutch Star

Year(s): 2017

Floorplan: 3412, 3427

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### Issue

Recall 16V 773 - Single tube wardrobe slideout may have been manufactured using a motor without a brake causing the potential for unintentional slideout movement while traveling.

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### Action

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

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### Necessary Tools & Replacement Parts

Wire Stripper
Wire Crimper
Ratchet with 9/16" Socket
9/16" Wrench
Drill with 3/8" Drill Bit
Torque Wrench

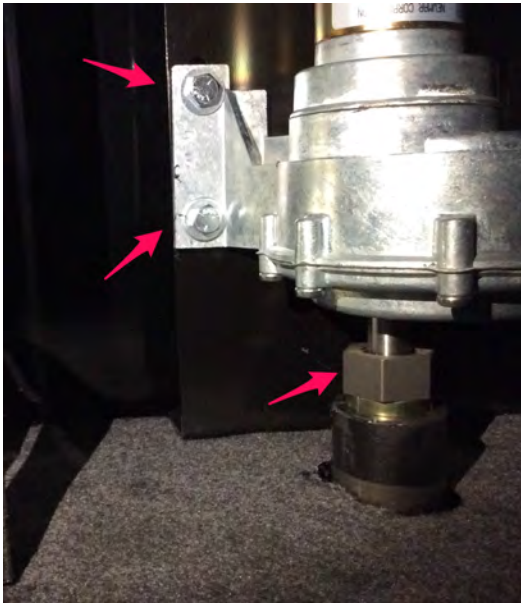
Part Name	Part Quantity	Newmar Part Number
Slideout Motor	1 ea.	118883
Wire Connector	2 ea.	107152
Rubber Boot	1 ea.	42556A
Black Sikaflex	1 ea.	52760
Screws	4 ea.	11870
Screw Cap	4 ea.	30648

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### Service Procedure

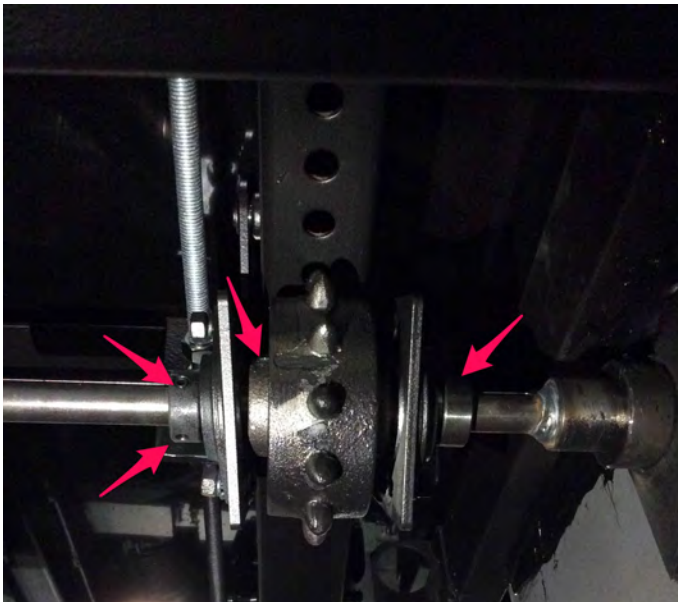


### Disconnecting and Removing the Motor without a Brake



1. Disconnect the wires, and loosen the tran torque bushing.
2. Remove the four motor mounting bolts, followed by the motor.

### Loosening the Shaft Components



3. Loosen the set screws located at the cog wheel.
4. Loosen the set screws located at both of the bearing retainers.

## Preparing for the New Motor

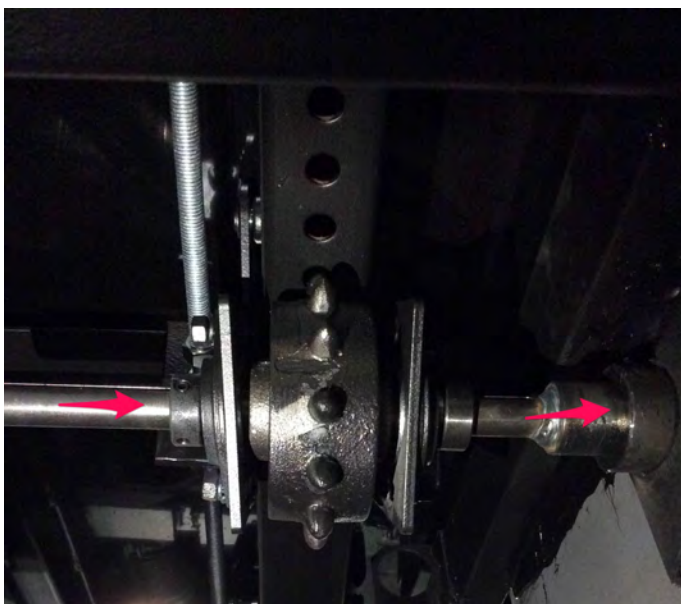


5. Slide the shaft over to allow the new motor to be mounted. If the shaft cannot be moved over, loosen the rubber around it.

6. Slide the shaft over, then place new rubber around the shaft.

7. Slide the trantorque bushing onto the shaft of the new motor.

## Installing the New Motor



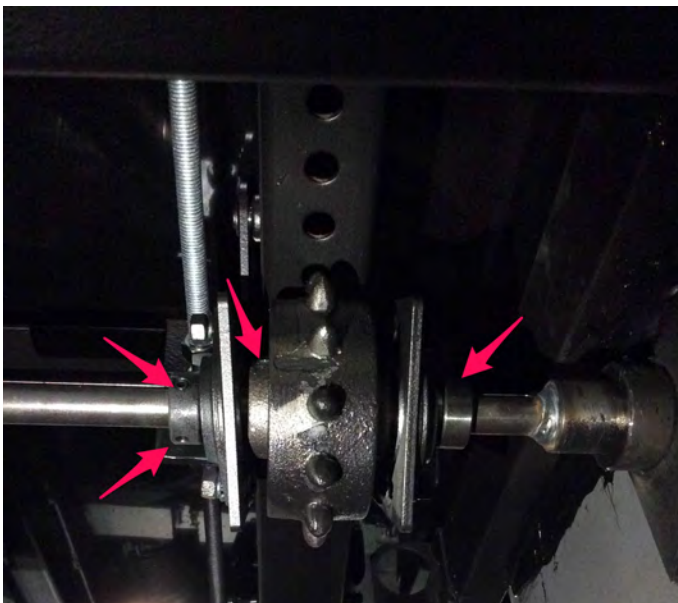
8. Install the new motor with the brake.

9. Temporarily mount the motor with two bolts with nuts and washers on the brake side. Note: Make them finger-tight (only the two will line up, as the bolt mounting holes will not align with the new motor).

10. Slide the shaft back over so that it will fully engage with the trantorque bushing. Make sure it is snug to align the motor and shaft.



11. Snug up the two motor mounting bolts.
12. Drill a 3/8" hole through the remaining motor mount bolt holes into the mounting plate.
13. Install the two remaining bolts, nuts, washers. Then tighten them.
14. Torque all four mounting bolts to 33 ft. lb., and torque the transtorque bushing to 175 ft. lb.



15. Tighten all set screws at the cog wheel and the bearing retainers.

16. Make sure the rubber boot is sealing around the shaft.

Fasten and seal the rubber boot to the compartment wall to prevent leakage into compartment. If necessary, use short screws in each corner of rubber to hold the boot in place while the Sikaflex dries. Seal the screw heads, and install a screw cap cover on the portion of each screw that is protruding into the compartment.

17. Secure the wiring, remove all of the tools, and sweep up the drill shavings.
18. Test the slideout operation for proper extension and retraction.

VIN Number	Production Number	Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4UZACHDT5HCHZ7773	412730	2017	VT	DP	3412	FL	5/17/2016	5/26/2016
4UZACHDT0HCHZ7776	412749	2017	VT	DP	3724	FL	6/1/2016	6/9/2016
4UZACHDT7HCJA4744	412757	2017	VT	DP	3724	FL	6/14/2016	6/23/2016
4UZACHDT7HCHZ7774	412765	2017	VT	DP	3412	FL	6/2/2016	6/13/2016
4UZACHDT5HCJD1327	412786	2017	VT	DP	3724	FL	8/5/2016	8/15/2016
4UZACHDT7HCJB3363	412791	2017	VT	DP	3724	FL	8/8/2016	8/16/2016
4UZACHDT5HCJA4743	412800	2017	VT	DP	3412	FL	6/23/2016	7/11/2016
4UZACHDT9HCJD4313	412817	2017	VT	DP	3412	FL	9/6/2016	9/14/2016
4UZACHDT7HCJA6753	412822	2017	VT	DP	3724	FL	6/13/2016	6/21/2016
4UZACHDT8HCJA0458	412828	2017	VT	DP	3412	FL	6/10/2016	6/20/2016
4UZACHDT4HCJD1321	412843	2017	VT	DP	3412	FL	8/22/2016	8/30/2016
4UZACHDT1HCJD1325	412853	2017	VT	DP	3724	FL	8/9/2016	8/17/2016
4UZACHDTXHCJC3143	412854	2017	VT	DP	3412	FL	8/17/2016	8/25/2016
4UZACHDT8HCJC3142	412865	2017	VT	DP	3412	FL	8/18/2016	8/26/2016
4UZACHDT3HCJD5876	412901	2017	VT	DP	3412	FL	9/15/2016	9/23/2016
4UZACHDT4HCJD4316	412906	2017	VT	DP	3724	FL	9/16/2016	9/26/2016
4UZACHDT4HCJD7684	412916	2017	VT	DP	3412	FL	9/20/2016	9/27/2016
4UZACHCYXHCJB3368	606142	2017	DS	DP	3724	FL	8/4/2016	8/12/2016
4UZACHCY8HCJD5885	606239	2017	DS	DP	3724	FL	9/2/2016	9/13/2016

#### Canadian Units

VIN Number	Production Number	Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4UZACHDT5HCJA6752	412831	2017	VT	DP	3412	FL	7/14/2016	7/22/2016