

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
12/08/2016	2017	471
<b>BRAND</b>		
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 type="checkbox"/>	Other <input type="checkbox"/>
Ventana LE <input type="checkbox"/>	London Aire <input checked="" type="checkbox"/>	
<b>DESCRIPTION</b>		
<p>Newmar Corporation has decided that a defect relating to motor vehicle safety exists in specific motorhomes. NHTSA # 16v 768 TC # 2016-524</p> <p><b>Issue:</b> On certain motorhomes, the HWH hydraulic entry step controller is not functioning as designed and may allow the step to retract unexpectedly in some circumstances with the entry door open. If the step controller is not operating as intended, it may increase the risk of an accident and/or injury.</p> <p><b>Correction:</b> Authorized Newmar service facilities will inspect the step and correct the controller with a software update when necessary.</p> <p><b>Units Affected:</b> This recall only applies to 2017 King Aire, Essex, and London Aire coaches built prior to 9/26/2016. Check the attached population list for specific unit numbers.</p>		
<b>RECOMMENDED ACTION</b>		
<p><b>Customer Action:</b> 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.</p> <p><b>Dealer Action:</b> Call the Newmar service department at (866)290-5371 to obtain authorization and order parts for recall 16v 768. Follow the attached work instructions to complete the software update and test the operation of the step when necessary.</p> <p><b>Note:</b> The HWH step programmer and HWH adapter pigtail required for this repair must be returned to the Newmar Parts Department.</p> <p>Flat Rate Code: 16v 768 Labor Time: .5 hr.</p> <p><b>Please read this bulletin in its entirety prior to beginning any diagnosis or repairs.</b></p>		



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: November 7, 2016  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 16V 768

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 controller for the HWH hydraulic entry steps may not function as designed. This could allow for the entry steps to retract unexpectedly, in some circumstances with the entry door open. If the controller for the steps is not operating as intended, it may increase the risk of injury. Correction: Dealers will inspect the steps and correct the controller with a software update as necessary.

Motorhomes included in this recall include: 2017 London Aire, Essex and King Aire motorhomes built between 12/9/2015 and 9/26/2016.

**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: November 7, 2016  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: # 2016-524

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 controller for the HWH hydraulic entry steps may not function as designed. This could allow for the entry steps to retract unexpectedly, in some circumstances with the entry door open. If the controller for the steps is not operating as intended, it may increase the risk of an accident and/or injury. Correction: Dealers will inspect the steps and correct the controller with a software update as necessary.

Motorhomes included in this recall include: 2017 Essex and London Aire Class A motorhomes built between 05/27/2016 and 09/21/2016

**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

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# How to Reprogram the HWH Hydraulic Step Module and Update the Hydraulic Plumbing Lines

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## Relevant Coaches

Model: King Aire, Essex, London Aire

Year(s): 2017

Floorplan: All

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## Issue

Recall 16V 768 - On certain motorhomes, the HWH hydraulic entry step controller is not functioning as designed and, in some circumstances, may allow the step to retract unexpectedly with the entry door open.

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## Action

Follow the service procedure below to correct the condition. The approximate time to complete this repair is half of an hour (.5 hr).

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## Necessary Tools & Replacement Parts

9/16" Wrench
5/8" Wrench
Wire Cutters

Part Name	Part Quantity	Newmar Part Number
1/4" Hydraulic cap	1 ea.	130049
Zip Tie	2 ea.	75495
HWH Step Programmer (Must be returned to Newmar Parts Dept)	1 ea.	025528
HWH Adapter Pigtail (Must be returned to Newmar Parts Dept)	1 ea.	025528A





## Service Procedure

### Preparing for the Software Update



1. Make sure both house and chassis power is being supplied to the coach, and place the key ignition in the run position.
2. Locate the circuit board and power connectors in the upper corner of the first storage bay on the passenger side of the coach.
3. Unplug the two large connectors (one is black and one is tan), along with the smaller grey connector.

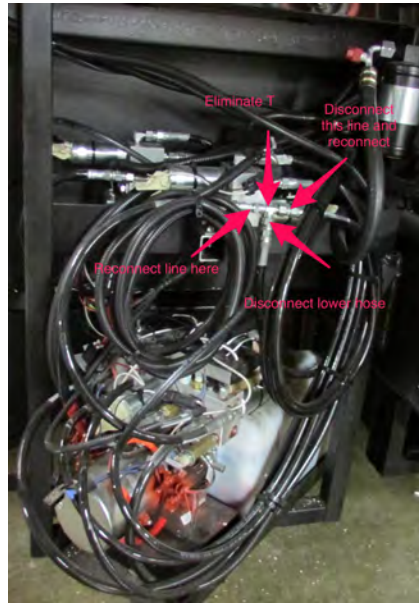
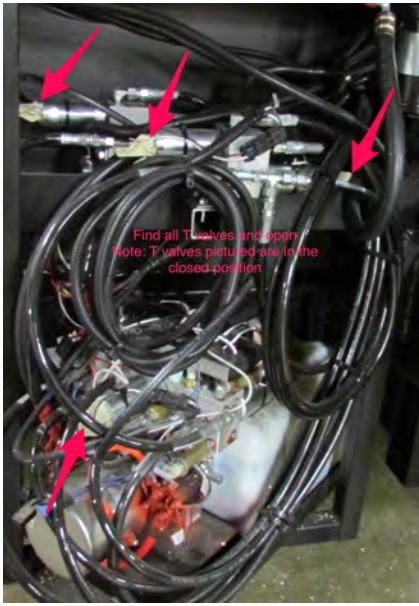
### Performing the Software Update



4. Plug the Step Module Programmer into the larger black connector to reset the system. Note: Use the 110 volt outlet in the bay compartment to supply power to the programmer.
5. Once the led indicates success the update is complete, plug in all of the connectors in their original locations.

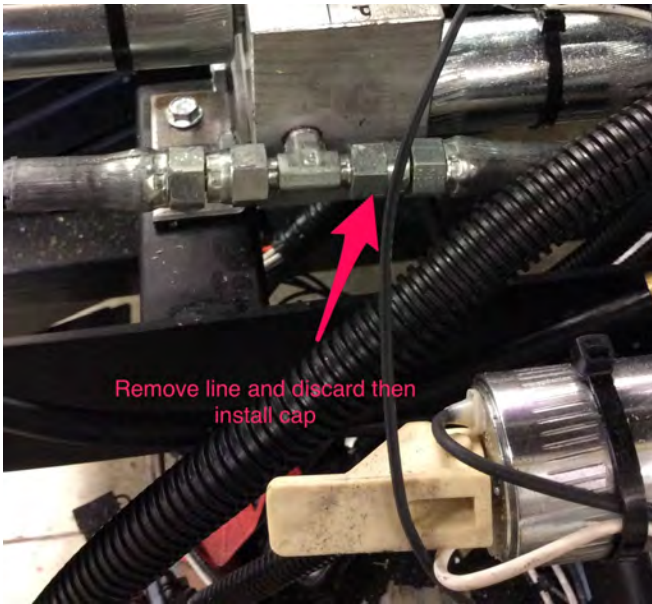


## Correcting the Hydraulic Plumbing Lines at the Front Lower Manifold

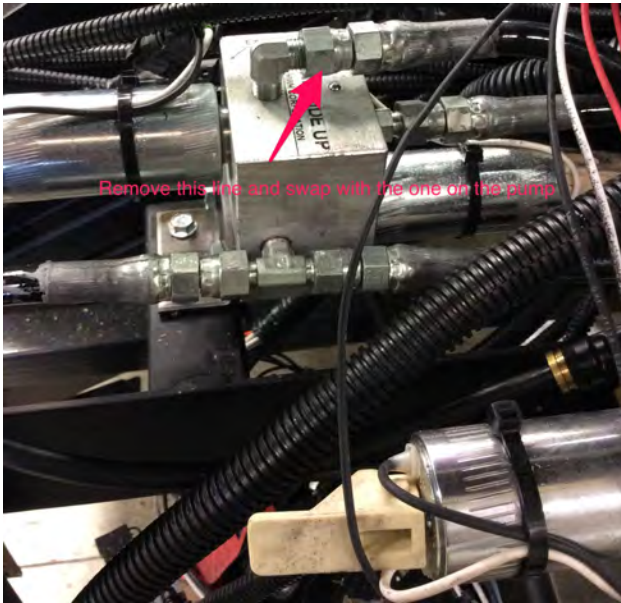


6. Open the generator door to access the HWH pump located on the passenger side of the coach.
7. Open all T-valves on the pump and manifolds to relieve the pressure in the lines.
8. You may need to cut the lower two wire zip ties on the bundle of hydraulic hoses. This bundle connects to the pump and may need to be loosened for the rest of the repair.
9. Remove the two hydraulic hoses located on the right side and bottom of the T-connection, which is on the front of the lower manifold.
10. Remove the T-connector.
11. Reconnect the hose from the right side of the connector. Leave the bottom hose loose.

## Correcting the Hydraulic Plumbing Lines at the Rear Manifold



12. From the rear manifold, disconnect the loose hose, and install a cap.
13. Discard the removed hose.



14. From the top of the rear manifold, remove the hose from the elbow connection.

### Correcting the Plumbing Lines at the Hydraulic Pump



15. Remove the hose from the center of the hydraulic pump, and replace it with the hose that was removed from the elbow connection.

16. Connect the hose from the pump to the elbow on the top of the rear manifold.

17. Make sure all hoses are tight and all T-valves are closed.

18. Bundle the hoses using the two wire zip ties provided.

### Testing for Leaks and Step Operation

19. Turn the ignition key off.
20. Extend and retract the slideout.
21. Extend and retract the leveling jacks
22. Retract and extend the Generator slide.
23. Check the hydraulic fitting connections for leaks at the pump or manifolds before shutting the generator slide.
24. With the entry door open, start the coach. With your foot on the brake, release the park brake, and make sure the step does not retract.
25. If the step retracts, perform the software update again. If the step does not retract, the procedure is complete.



The warranty claim will not be processed and paid until the HWH programmer and adapter pigtail are returned to the Newmar Parts Department.



VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4VZVU1E90HC081288	501327	2017	LA	DP	4513 S		12/9/2015	12/16/2015
4VZVU1E94HC081133	501337	2017	LA	DP	4553 S		2/10/2016	2/18/2016
4VZVU1E99HC082214	501339	2017	LA	DP	4533 S		5/12/2016	5/20/2016
4UZFBTGBG1HCHZ7803	501441	2017	LA	DP	4553 FL		5/24/2016	6/2/2016
4VZVU1E95HC082663	501443	2017	LA	DP	4519 S		9/12/2016	9/20/2016
4VZVU1E95HC082436	501445	2017	LA	DP	4553 S		6/24/2016	7/12/2016
4VZVU1E98HC082446	501446	2017	LA	DP	4519 S		7/11/2016	7/19/2016
4VZVU1E96HC082445	501447	2017	LA	DP	4519 S		6/3/2016	6/13/2016
4UZFBTGBG0HCJA0484	501448	2017	LA	DP	4553 FL		6/13/2016	6/21/2016
4UZFBTGBG9HCJA4758	501449	2017	LA	DP	4519 FL		7/13/2016	7/21/2016
4UZFBTGBG8HCJC3155	501450	2017	LA	DP	4519 FL		8/15/2016	8/22/2016
4UZFBTGBG8HCJC3156	501451	2017	LA	DP	4533 FL		8/18/2016	8/25/2016
4UZFBTGBG8HCJA2887	501452	2017	LA	DP	4519 FL		6/28/2016	7/14/2016
4UZFBTGBG8HCJA2886	501453	2017	LA	DP	4513 FL		6/13/2016	6/22/2016
4UZFBTGBG8HCJC3110	501456	2017	LA	DP	4553 FL		8/1/2016	8/8/2016
4UZFBTGBG4HCJA6756	501457	2017	LA	DP	4533 FL		7/14/2016	7/22/2016
4UZFBTGBG6HCJA6757	501459	2017	LA	DP	4519 FL		7/26/2016	8/3/2016
4UZFBTGBG1HCJC3157	501460	2017	LA	DP	4519 FL		8/19/2016	8/29/2016
4VZVU1E96HC082641	501461	2017	LA	DP	4519 S		9/7/2016	9/15/2016
4VZVU1E91HC082613	501462	2017	LA	DP	4519 S		8/26/2016	9/6/2016
4UZFBTGBG4HCJD1348	501464	2017	LA	DP	4525 FL		8/29/2016	9/7/2016
4VZVU1E92HC081132	530361	2017	KG	DB	4519 S		1/22/2016	2/1/2016
4VZVU1E90HC081131	530365	2017	KG	DB	4584 S		2/9/2016	2/17/2016
4VZVU1E92HC082216	530371	2017	KG	DB	4519 S		5/13/2016	5/25/2016
4VZVU1E92HC082278	530372	2017	KG	DB	4519 S		7/12/2016	7/20/2016
4VZVU1E90HC082277	530373	2017	KG	DB	4584 S		6/20/2016	6/28/2016
4VZVU1E95HC082369	530374	2017	KG	DB	4519 S		8/2/2016	8/10/2016
4VZVU1E98HC082219	530375	2017	KG	DB	4533 S		7/28/2016	8/5/2016
4VZVU1E95HC082498	530377	2017	KG	DB	4513 S		8/15/2016	8/23/2016
4VZVU1E98HC082558	530378	2017	KG	DB	4519 S		8/25/2016	9/2/2016
4VZVU1E9XHC082559	530379	2017	KG	DB	4533 S		8/30/2016	9/8/2016
4VZVU1E95HC082565	530381	2017	KG	DB	4553 S		9/14/2016	9/22/2016
4VZVU1E91HC082370	530382	2017	KG	DB	4519 S		9/16/2016	9/26/2016
4VZVU1E99HC081130	801196	2017	EX	DP	4553 S		12/14/2015	1/7/2016
4UZFBTGBG1HCHP4120	801202	2017	EX	DP	4533 FL		2/2/2016	2/10/2016
4VZVU1E9XHC082285	801212	2017	EX	DP	4519 S		5/24/2016	6/3/2016
4UZFBTGBG1HCJA2888	801213	2017	EX	DP	4519 FL		6/15/2016	6/23/2016
4UZFBTGBG0HCJA0503	801215	2017	EX	DP	4519 FL		5/26/2016	6/6/2016
4UZFBTGBG0HCJA4759	801216	2017	EX	DP	4519 FL		6/28/2016	7/14/2016
4UZFBTGBG5HCJB2274	801217	2017	EX	DP	4533 FL		8/8/2016	8/16/2016
4UZFBTGBG8HCJA6758	801218	2017	EX	DP	4519 FL		7/20/2016	7/27/2016
4VZVU1E92HC082314	801219	2017	EX	DP	4598 S		9/6/2016	9/14/2016

#### Canadian Units

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis Brand	Date In Production	Date Off Production
4VZVU1E97HC082437	501454	2017	LA	DP	4519 S		6/29/2016	7/15/2016
4UZFBTGBG7HCJC0649	501455	2017	LA	DP	4553 FL		8/9/2016	8/17/2016
4UZFBTGBG3HCHZ7804	501440	2017	LA	DP	4553 FL		5/31/2016	6/9/2016
4VZVU1E94HC082217	501442	2017	LA	DP	4533 S		5/27/2016	6/8/2016
4VZVU1E94HC082668	501463	2017	LA	DP	4553 S		9/13/2016	9/21/2016
4VZVU1E90HC082313	801214	2017	EX	DP	4519 S		6/6/2016	6/15/2016