

1301 STAHLEY DRIVE
BUILDING #42
NAPPANEE, IN 46550

NEWMAR CORPORATION

WARRANTY

DEPARTMENT

Dealer Svc. 866-290-5371
Customer Svc. 800-731-8300

RECALL SERVICE BULLETIN

DATE ISSUED

MODEL YEAR(S) AFFECTED

RSB #

1/18/2018

2017

507

MODEL

Bay Star Sport	<input checked="" type="checkbox"/>	Ventana	<input type="checkbox"/>	Essex	<input type="checkbox"/>
Bay Star	<input checked="" type="checkbox"/>	Dutch Star	<input type="checkbox"/>	King Aire	<input type="checkbox"/>
Canyon Star	<input checked="" type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	New Aire	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input type="checkbox"/>	Other	<input type="checkbox"/>

DESCRIPTION

In response to notification from Ford, Newmar Corporation has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Ford chassis. On certain motorhomes, the anti-lock brake system hydraulic electronic control unit (HECU) may have missing valve block ball plugs.

Issue: This could cause fluid leaks or air ingress during braking, potentially increasing brake pedal travel and/or stopping distances. This could increase the risk of a crash causing injury and/or damage to property.

Correction: Ford dealers will inspect the HECU for missing plugs and replace as necessary.

Affected Units: Refer to the attached population list for specific VIN numbers supplied by Ford Motor Company.

RECOMMENDED ACTION

Call **Ford's toll-free line at 1-866-436-7332** or contact a **Ford or Lincoln dealer** to locate a Qualified Service Center near you. If you require further assistance, contact your Newmar Service Account Manager. Ford Motor Company will authorize and provide work instructions to their authorized dealer service centers, along with any necessary parts.

Note: Newmar will not authorize this repair. Ford Motor Company will authorize and schedule this repair.

Flat Rate Code: 17V 843

Labor time: 2.2 hr. (Estimated by Ford)

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

If you have any questions regarding this R.S.B., please contact a Warranty Service Representative at Newmar Corporation.



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: January 17, 2018

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 17V 843

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

In response to notification from Ford, Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motorhomes built on Ford chassis.

On certain motorhomes, the antilock brake system hydraulic electronic control unit (HECU) may have missing valve block ball plugs. This could cause fluid leaks or air ingress during braking, potentially increasing brake pedal travel and/or stopping distances. This could increase the risk of a crash causing injury and/or damage to property. Correction: Ford dealers will inspect the HECU for missing plugs and replace as necessary.

The 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

Ford Motor Company will provide the work instructions.

If you should have any questions please contact your service account manager direct or 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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN. # _____

Name

Address

City, State Zip code

Date: January 17, 2018

Motor Vehicle Recall Notification - Recall Campaign No. 17V 843

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motorhomes built on Ford chassis. This recall is the result of information provided to us by Ford.

On certain motorhomes, the antilock brake system hydraulic electronic control unit (HECU) may have missing valve block ball plugs. This could cause fluid leaks or air ingress during braking, potentially increasing brake pedal travel and/or stopping distances. This could increase the risk of a crash causing injury and/or damage to property. Correction: Ford dealers will inspect the HECU for missing plugs and replace as necessary.

The motorhomes require immediate service. Continued use poses a potential safety hazard.

The Safety Risk

This could cause fluid leaks or air ingress during braking, potentially increasing brake pedal travel and/or stopping distances. This could increase the risk of a crash causing injury and/or damage to property.

WHAT WE WILL DO

Ford Motor Company will inspect the HECU for missing valve block ball plugs, replacing the unit if defective at no charge for parts or labor. Estimated time for repair is 2.2 hours.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you call **Ford's toll-free line at 1-866-436-7332 or by contacting a local Ford or Lincoln dealer** to locate a Qualified Service Center near you. If you need further assistance, contact the Newmar service department immediately at 1-800-731-8300. An associate will assist you in making an appointment to have this repair completed.

Federal regulations require that any vehicle lessor receiving this recall notification must forward a copy of this notice to the lessee within ten days.

If you have had the repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy. For additional information, contact Newmar Corporation at:

Service Department
Newmar Corporation
355 N Delaware St
Nappanee, IN 46550-0030

Authorized Service Facility, are best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. HOWEVER, if you take your vehicle to your Authorized Service Facility on the scheduled date and this condition is not remedied on that date or within five days; please contact the Newmar Corporation Customer Service Department at 1-800-731-8300. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own this vehicle, please furnish us the complete name and address of the person or dealership you sold or traded your vehicle to. Thank you for your cooperation.

Your safety and satisfaction with your Newmar product is important to us and we regret any inconvenience to you.

Sincerely,

Newmar Corporation



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: January 17, 2018

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 2017-667

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 Ford, Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motorhomes built on Ford chassis.

On certain motorhomes, the antilock brake system hydraulic electronic control unit (HECU) may have missing valve block ball plugs. This could cause fluid leaks or air ingress during braking, potentially increasing brake pedal travel and/or stopping distances. This could increase the risk of a crash causing injury and/or damage to property. Correction: Ford dealers will inspect the HECU for missing plugs and replace as necessary.

The motorhomes require immediate service. Continued use poses a potential safety hazard.

Motorhomes included in this recall: 2017 Bay Star and Canyon Star built between 12/13/2016 and 1/25/2017.

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

Ford Motor Company will provide the work instructions.

If you should have any questions please contact your service account manager direct or 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

VIN#
Name
Address
City, State Zip code

Date: January 17, 2018
Motor Vehicle Recall Notification - Recall Campaign No. 2017-667

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motorhomes built on Ford chassis. This recall is the result of information provided to us by Ford.

On certain motorhomes, the antilock brake system hydraulic electronic control unit (HECU) may have missing valve block ball plugs. This could cause fluid leaks or air ingress during braking, potentially increasing brake pedal travel and/or stopping distances. This could increase the risk of a crash causing injury and/or damage to property. Correction: Ford dealers will inspect the HECU for missing plugs and replace as necessary.

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

WHAT WE WILL DO

Ford Motor Company will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you call **Ford's toll-free line at 1-866-436-7332 or by contacting a local Ford or Lincoln dealer** to locate a Qualified Service Center near you. If you need further assistance contact the Newmar service department immediately at 1-800-731-8300. An associate will assist you in making an appointment to have this repair completed.

Federal regulations require that any vehicle lessor receiving this recall notification must forward a copy of this notice to the lessee within ten days.

If you have had the repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy. For additional information contact Newmar Corporation at:

Service Department
Newmar Corporation
355 N Delaware St
Nappanee, IN 46550-0030

Authorized Service Facility, are best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. **HOWEVER**, if you take your vehicle to your Authorized Service Facility on the scheduled date and this condition is not remedied on that date or within five days; please contact the Newmar Corporation Customer Service Department at 1-800-731-8300.

If you no longer own this vehicle, please furnish us the complete name and address of the person or dealership you sold or traded your vehicle to. Thank you for your cooperation.

Your safety and satisfaction with your Newmar product is important to us and we regret any inconvenience to you.

Sincerely,

Newmar Corporation



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION.

NEWMARCORP.COM

NIV
Nom
Adresse
Ville, province, code postal

Date : 17 janvier 2018

Avis de rappel visant un véhicule motorisé – Campagne de rappel n° 2017-667

Madame, Monsieur,

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile du Canada*.

MOTIF DU PRÉSENT RAPPEL

Newmar Corporation a déterminé qu'il existe une défaillance relevant de la sécurité automobile dans certaines autocaravanes montées sur châssis Ford. Nous procédons à ce rappel en raison de renseignements que Ford nous a fournis.

Sur certaines autocaravanes, il est possible que des obturateurs à billes du distributeur du module de commande électronique hydraulique (HECU) du système de freinage antiblocage soient manquants. Cette situation pourrait causer des fuites de liquide ou une entrée d'air lorsque les freins sont serrés, ce qui risquerait d'augmenter la course de la pédale de frein ou les distances d'arrêt. Cela pourrait augmenter les risques d'accident pouvant entraîner des blessures ou des dommages matériels (ou les deux). Correction : Les concessionnaires Ford inspecteront l'HECU à la recherche d'obturateurs manquants et remplaceront les pièces manquantes au besoin.

Il est impératif que les réparations sur ces autocaravanes soient effectuées immédiatement. Leur utilisation prolongée pose un risque d'accident potentiel.

CE QUE NOUS FERONS

Ford Motor Company fournira aux propriétaires de toutes les autocaravanes concernées une solution gratuite (pour les pièces et la main-d'œuvre) à la défaillance potentielle.

CE QUE VOUS DEVEZ FAIRE

Puisque cette défaillance touche la sécurité automobile, nous vous recommandons de communiquer avec **la ligne d'assistance sans frais de Ford au 1-866-436-7332 ou de communiquer avec un concessionnaire Ford ou Lincoln local** pour obtenir les coordonnées d'un centre de service autorisé près de chez vous. Si vous avez besoin d'aide, veuillez communiquer immédiatement avec le service technique de Newmar au 1-800-731-8300. Un associé vous aidera à prendre rendez-vous aux fins d'exécution de cette réparation.

En vertu de règlements fédéraux, tout donneur à bail d'un véhicule, qui reçoit le présent avis de rappel, est tenu d'en acheminer une copie au preneur à bail dans un délai de dix jours.

Si les réparations ont été effectuées avant réception de la présente lettre, vous pouvez être admissible à un remboursement des frais liés à l'obtention de la solution adoptée avant réception du présent avis. Pour de plus amples renseignements, communiquez avec Newmar Corporation à l'adresse suivante :

Service technique
Newmar Corporation

355 N Delaware St
Nappanee, IN 46550-0030

Les centres de service autorisés sont les plus à même de fournir du service et d'obtenir des pièces qui assureront une réparation de votre véhicule dans les plus brefs délais. CELA DIT, si vous apportez votre véhicule à un centre de service autorisé à la date prévue et que le problème n'est pas résolu à cette date ou dans les cinq jours qui suivent, veuillez communiquer avec le service à la clientèle de Newmar Corporation en composant le 1-800-731-8300.

Si l'autocaravane concernée ne vous appartient plus, nous vous prions de bien vouloir nous fournir le nom complet et l'adresse complète de la personne ou du concessionnaire faisant maintenant office de propriétaire. Nous vous remercions de votre coopération.

Votre sécurité et votre satisfaction par rapport à nos produits Newmar sont importantes pour nous, et nous sommes désolés de tout désagrément occasionné.

Cordialement,

Newmar Corporation

Prod	VIN Number	Model	Brand	Type	Floor	C	Date In	Date Off
USA Units								
112444	1F66F5DY8H0A09209	2017	BT	CA	3210	F	12/6/2016	12/14/2016
112460	1F66F5DY9H0A09204	2017	BS	CA	3113	F	1/16/2017	1/24/2017
112475	1F66F5DY2H0A09190	2017	BS	CA	3124	F	1/9/2017	1/16/2017
112487	1F66F5DY6H0A09189	2017	BS	CA	3113	F	12/20/2016	1/11/2017
112490	1F66F5DY5H0A09202	2017	BS	CA	3401	F	1/11/2017	1/18/2017
112495	1F66F5DY4H0A09210	2017	BT	CA	2903	F	12/15/2016	1/9/2017
112500	1F66F5DY6H0A09208	2017	BT	CA	3210	F	12/19/2016	1/11/2017
112509	1F66F5DY7H0A09203	2017	BS	CA	3403	F	1/11/2017	1/18/2017
112517	1F66F5DY4H0A09207	2017	BS	CA	3333	F	1/20/2017	1/27/2017
112538	1F66F5DY2H0A09206	2017	BS	CA	3306	F	1/19/2017	1/27/2017
112550	1F66F5DY4H0A09188	2017	BS	CA	3113	F	1/12/2017	1/19/2017
112553	1F66F5DY4H0A09191	2017	BS	CA	3124	F	1/13/2017	1/20/2017
161937	1F66F5DY5H0A09197	2017	CS	CA	3921	F	1/18/2017	1/26/2017
161987	1F66F5DY6H0A09046	2017	CS	CA	3953	F	12/7/2016	12/14/2016
161990	1F66F5DYXH0A09048	2017	CS	CA	3921	F	12/7/2016	12/15/2016
161991	1F66F5DY1H0A09052	2017	CS	CA	3911	F	12/14/2016	12/21/2016
161997	1F66F5DY6H0A09192	2017	CS	CA	3911	F	1/9/2017	1/16/2017
162005	1F66F5DY3H0A09053	2017	CS	CA	3710	F	12/14/2016	12/22/2016
162014	1F66F5DY8H0A09193	2017	CS	CA	3710	F	12/15/2016	1/9/2017
162018	1F66F5DY8H0A09050	2017	CS	CA	3911	F	12/8/2016	12/16/2016
162019	1F66F5DY3H0A09201	2017	CS	CA	3911	F	1/23/2017	1/31/2017
162021	1F66F5DY1H0A09200	2017	CS	CA	3953	F	1/20/2017	1/27/2017
162022	1F66F5DY8H0A09047	2017	CS	CA	3513	F	12/12/2016	12/19/2016
162023	1F66F5DYXH0A09051	2017	CS	CA	3710	F	12/7/2016	12/14/2016
162033	1F66F5DYXH0A09194	2017	CS	CA	3953	F	1/10/2017	1/17/2017
162038	1F66F5DY7H0A09198	2017	CS	CA	3911	F	1/13/2017	1/20/2017
162039	1F66F5DY6H0A09211	2017	CS	CA	3513	F	2/1/2017	2/8/2017
162042	1F66F5DY9H0A09199	2017	CS	CA	3925	F	1/17/2017	1/24/2017
162043	1F66F5DY3H0A09196	2017	CS	CA	3921	F	1/16/2017	1/23/2017
162045	1F66F5DY1H0A09195	2017	CS	CA	3953	F	2/14/2017	2/22/2017

Canadian Units

112600	1F66F5DY0H0A09205	2017	BS	CA	3208	F	1/18/2017	1/25/2017
162032	1F66F5DY1H0A09049	2017	CS	CA	3914	F	12/13/2016	12/20/2016