

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 #

2/08/2018

2018

508

MODEL

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 type="checkbox"/>
Canyon Star	<input 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

Newmar Corporation has decided that certain 2018 Essex motorhomes, built on Freightliner Chassis, fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment." On certain motorhomes, if the headlight high beams are activated, only the high beam bulbs illuminate. The intention of the high beam function on the affected coaches is to have both the high beam and low beam bulbs illuminate together.

Issue: Driving a motorhome at night without the required illumination of the road may reduce the driver's visibility, increasing the risk of a crash causing injury and/or property damage.

Correction: Daimler Trucks North America (DTNA) authorized service facilities will repair as necessary to ensure the low beam bulb and the high beam bulbs illuminate together during activation of the high beams.

Affected Units: Refer to the attached population list for specific coach and VIN numbers.

RECOMMENDED ACTION

Action: Contact your Service Account Manager at Newmar to assist in scheduling this repair with a DTNA authorized service facility.

The work instructions, any necessary parts or software updates, and labor time will be provided to the authorized facility by DTNA.

Flat Rate Code: 18V 061

Labor Time: .9 hr.

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: February 6, 2018
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 18V 061

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, built on Freightliner Chassis, if the headlight high beams are activated, only the high beam bulbs illuminate. The intention of the high beam function on the affected coaches is to have both the high beam and low beam bulbs illuminate together. Not having the required illumination of the road could reduce the driver's visibility, which could increase the risk of a crash causing injury and/or damage to property. Correction: Daimler Trucks North America authorized service facilities will repair as necessary to ensure the low beam bulb will turn on along with the high beam bulb.

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

Newmar Corporation 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: February 6, 2018

Motor Vehicle Recall Notification - Recall Campaign No. 18V 061

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 certain 2018 Essex motorhomes, built on Freightliner Chassis, fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment."

If the headlight high beams are activated, only the high beam bulbs may illuminate. The intention of the high beam function on the affected coaches is to have both the high beam and low beam bulbs illuminate together. Not having the required illumination of the road could reduce the driver's visibility, which could increase the risk of a crash causing injury and/or damage to property. Correction: Daimler Trucks North America authorized service facilities will repair as necessary to ensure the low beam bulb will turn on along with the high beam bulb.

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

The Safety Risk

Not having the required illumination of the road could reduce the driver's visibility, which could increase the risk of a crash causing injury and/or damage to property.

WHAT WE WILL DO

Newmar Corporation will provide owners of all affected motor homes a remedy for the potential defect at no charge for parts or labor. A Daimler Trucks North America authorized service facility will repair as necessary. Time for this repair is approximately one hour.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you contact the Newmar service department immediately at **1-800-731-8300**. An associate will assist you in making an appointment to have this repair done by authorized Newmar or Authorized Service Facility.

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

An 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 dealer or 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

March 2018
SF564AB

Subject: Newmar Motorhome Headlights

Models Affected: Specific Newmar Corporation Dutch Star, Essex, London Aire, Ventana, and Ventana LE motorhomes manufactured May 24, 2016, through January 16, 2018, built with certain Freightliner Custom Chassis motorhome chassis manufactured November 24, 2010, through December 4, 2017.

General Information

On behalf of Newmar Corporation, Daimler Trucks North America LLC, is initiating Field Service Campaign SF564 to modify the vehicles mentioned above.

On certain Newmar motorhomes, only the high beam bulbs illuminate when both the high and low beam bulbs should illuminate together.

The software controlling the headlights will be updated.

There are approximately 1,350 vehicles involved.

Additional Repairs

Dealers must complete all outstanding field service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR261).

Replacement Parts

No parts are required for this campaign. Software will be updated.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF564, a list of the customers and vehicle identification numbers will be available on DTNACconnect.

Removed Parts

U. S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF564AB	Update RVM parameters	0.5	996-F007A	12-Repair Recall/Campaign

Table 1

March 2018
SF564AB

IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF564-A or SF564-B**).
- In the Primary Failed Part field, enter **25-SF564-000**.
- No parts are required for this campaign.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 39-6010A for 0.4 hours.
- The VMRS Component Code is **003-006-008** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **CONTINUE UNTIL FURTHER NOTICE**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNAConnect.

IMPORTANT: OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resalable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

March 2018
SF564AB

Owner Notification

Subject: Newmar Motorhome Headlights

Newmar has notified vehicle owners directly.

March 2018
SF564AB

Work Instructions

Subject: Newmar Motorhome Headlights

Models Affected: Specific Newmar Corporation Dutch Star, Essex, London Aire, Ventana, and Ventana LE motorhomes manufactured May 24, 2016, through January 16, 2018, built with certain Freightliner Custom Chassis motorhome chassis manufactured November 24, 2010, through December 4, 2017.

Recreational Vehicle Module (RVM) Parameter Refresh

1. Inspect the base label (Form WAR259) for a completion sticker for SF564 (Form WAR261). If a sticker is present for campaign SF564, no work is needed. If there is no sticker, continue with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Connect an RP1210B compliant vehicle diagnostic adaptor to the laptop and the vehicle diagnostic port.
4. Turn the ignition switch to the "ON" position.
5. Open ServiceLink®. The vehicle identification number (VIN) will automatically appear. If it does not, select "Retry."

If the VIN still does not appear, check the adaptor connection settings. For instructions, select "Help" in ServiceLink.

Once the settings have been verified, type in the VIN.

6. Select the "Bulkhead Module" icon.
7. Select the "Features" tab. ServiceLink displays a list of installed parameters.
8. Enter the new parameter number.
 - SF564-A — Enter the new parameter number—26-04006-010
(for Newmar Dutch Star, London Aire, Ventana, and Ventana LE models)
 - SF564-B — Enter the new parameter number—26-04006-013
(for Newmar Essex models)
9. Select "Apply Changes."
10. A progress bar will appear on the laptop screen while the parameter information is being updated. Once the progress bar reaches 100%, ServiceLink performs a refresh of the parameters.
11. Verify that the new parameter is in the updated parameter list. If the new parameter is not in the updated parameter list, repeat steps 8 through 11.

If the new parameter appears in the list, go to the next step.
12. Once the update is finished, select "disconnect" in ServiceLink, then disconnect the RP1210B hardware adaptor from the vehicle.
13. Clean a spot on the base label (Form WAR259) and attach a completion sticker for SF564 (Form WAR261) to indicate the work has been completed.

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
801238	4UZFCTFG2JCJD9867	2018	EX	DP	4536	FL	2/6/2017	2/13/2017
801248	4UZFCTFG7JCJR6604	2018	EX	DP	4553	FL	5/19/2017	6/1/2017
801253	4UZFCTFG7JCJR3945	2018	EX	DP	4531	FL	6/15/2017	6/23/2017
801256	4UZFCTFG3JCJS6792	2018	EX	DP	4531	FL	6/28/2017	7/14/2017
801261	4UZFCTFG5JCJT8412	2018	EX	DP	4531	FL	8/10/2017	8/18/2017
801262	4UZFCTFG0JCJX3648	2018	EX	DP	4531	FL	10/18/2017	10/26/2017
801266	4UZFCTFG0JCJT1853	2018	EX	DP	4553	FL	8/2/2017	8/10/2017
801268	4UZFCTFG3JCJU2250	2018	EX	DP	4531	FL	8/22/2017	8/30/2017
801273	4UZFCTFG0JCJU5039	2018	EX	DP	4534	FL	9/13/2017	9/20/2017
801276	4UZFCTFG4JCJX9212	2018	EX	DP	4531	FL	11/10/2017	11/20/2017
801277	4UZFCTFGXJCJX7058	2018	EX	DP	4533	FL	10/26/2017	11/3/2017