

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 #
3/22/2018	2018	515

### 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 a defect relating to motor vehicle safety exists in specific motorhomes. NHTSA #18V 144, TC # 2018-109

**Issue:** On certain motorhomes, the tail lights may become loose and could separate from the vehicle. If the tail lights separate, drivers following the motorhome may become unaware of the motorhome driver's intentions, increasing the risk of a crash causing injury and/or damage to property.

**Correction:** Dealers should secure the tail lights using the correct anchorage hardware.

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

### RECOMMENDED ACTION

Contact your Service Account Manager at Newmar for authorization and parts, and follow the attached work instructions to secure the tail light assemblies.

**Flat Rate Code:** RSB 515

**Labor Time:** .3 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: March 15, 2018  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 18V 144

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 taillights may become loose and could separate from the vehicle. If the taillights were to separate, it could result in following road users being unaware of the driver's intentions, which could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will secure the taillights using the correct anchorage hardware.

Motorhomes included in this recall include: 2018 Essex motorhomes built between 2/6/2017 and 1/29/2018.

**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 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: March 15, 2018

Motor Vehicle Recall Notification - Recall Campaign No. 18V 144

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.*

On certain motorhomes, the taillights may become loose and could separate from the vehicle. If the taillights were to separate, it could result in following road users being unaware of the driver's intentions, which could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will secure the taillights using the correct anchorage hardware.

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

### **The Safety Risk**

If the taillights were to separate from the vehicle, it could result in following road users being unaware of the driver's intentions, which could increase the risk of a crash causing injury and/or damage to property.

### **WHAT WE WILL DO**

Newmar Corporation will secure the taillights with new hardware at no charge for parts or labor. The estimated time for this repair is 0.3 hours.

### **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 dealer.

**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

Newmar dealers 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 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: March 15, 2018  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: #2018-109

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 tail lights may become loose and could separate from the vehicle. If the tail lights were to separate, it could result in following road users being unaware of the driver's intentions, which could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will secure the tail lights using the correct anchorage hardware.

Motorhomes included in this recall include: 2018 Essex motorhomes built between 7/28/2017 and 9/6/2017.

**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 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: March 14, 2018  
Motor Vehicle Recall Notification - Recall Campaign No. 2018-109

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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 determined that a defect which relates to motor vehicle safety exists in specific motorhomes.*

On certain motorhomes, the tail lights may become loose and could separate from the vehicle. If the tail lights were to separate, it could result in following road users being unaware of the driver's intentions, which could increase the risk of a crash causing injury and/or damage to property. Correction: Dealers will secure the tail lights using the correct anchorage hardware.

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

## **WHAT WE WILL DO**

Newmar Corporation 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 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 an authorized Newmar dealer.

**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

Newmar dealers 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 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 : 15 mars 2018

Avis de rappel visant un véhicule motorisé – Campagne de rappel n° 2018-109

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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'une défaillance relevant de la sécurité automobile existe pour certaines autocaravanes.*

Sur certaines autocaravanes, les feux arrière pourraient devenir lâches et se séparer du véhicule. Si les feux arrière se séparent du véhicule, les autres usagers de la route qui suivent le véhicule touché pourraient ne pas être au courant des intentions du conducteur, ce qui pourrait augmenter les risques d'accident pouvant entraîner des blessures ou des dommages matériels (ou les deux). Mesure corrective : Les concessionnaires devront fixer en place les feux arrière à l'aide de la bonne quincaillerie d'ancrage.

**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**

Newmar Corporation 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 immédiatement avec le service technique de Newmar en composant le **1-800-731-8300**. Un associé vous aidera à prendre rendez-vous aux fins d'exécution de cette réparation par un concessionnaire Newmar autorisé.

**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 concessionnaires Newmar 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 votre concessionnaire 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

# HOW TO SECURE A 2018 ESSEX TAIL LIGHT ASSEMBLY

Provides work instructions related to Recall 18V 144, TC 2018-109.

## RELEVANT COACHES

Model: Essex  
Year(s): 2018  
Floorplan: All

## ISSUE

Recall 18V 144

## ACTION

Follow the service procedure below to correct the condition. The approximate time to complete this repair is three-tenths of an hour (.3 hr.).

## NECESSARY TOOLS & REPLACEMENT PARTS

Cordless Screw Gun with Phillips and Square Bits
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Part Name	Part Quantity	Newmar Part Number
Screw #8 x 2-1/2"	8 ea.	143185
Screw # 8 x 1" Pan QD Tek Blk	4 ea.	135623

## SERVICE PROCEDURE

1. Remove the screws from the top and bottom of the outer tail light.

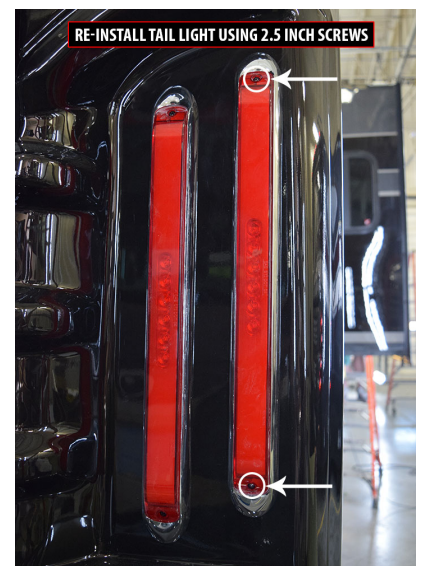




2. Install two stainless 2-1/2" screws from the bezel into the rear cap. Install them approximately one inch above the bottom hole and one inch below the top hole (as pictured). Do not over tighten these screws it will distort the taillight bezel.



3. Reinstall the tail light using stainless 2-1/2" self-tapping pan head screws.



4. Install a one inch self-tapping pan head screw into the top and bottom inside corner (as pictured).
5. Repeat the process for the tail light on the opposite side.
6. When finished, test the tail light/brake light operation.



Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
USA								
801238	4UZFG2JC9867	2018	EX	DP	4536	FL	2/6/2017	2/13/2017
801239	4VZVU1E90JC082866	2018	EX	DP	4537	S	2/14/2017	2/21/2017
801237	4VZVU1E96JC082872	2018	EX	DP	4531	S	3/22/2017	3/30/2017
801248	4UZFG7JC9604	2018	EX	DP	4553	FL	5/19/2017	6/1/2017
801254	4VZVU1E98JC083778	2018	EX	DP	4531	S	6/7/2017	6/15/2017
801253	4UZFG7JC9345	2018	EX	DP	4531	FL	6/15/2017	6/23/2017
801250	4VZVU1E99JC083787	2018	EX	DP	4531	S	6/21/2017	6/29/2017
801256	4UZFG3JCS6792	2018	EX	DP	4531	FL	6/28/2017	7/14/2017
801257	4VZVU1E99JC083899	2018	EX	DP	4553	S	7/11/2017	7/19/2017
801263	4VZVU1E99JC083952	2018	EX	DP	4531	S	7/19/2017	7/27/2017
801264	4VZVU1E9XJC084009	2018	EX	DP	4531	S	7/26/2017	8/2/2017
801266	4UZFG0JC1853	2018	EX	DP	4553	FL	8/2/2017	8/10/2017
801259	4VZVU1E91JC084075	2018	EX	DP	4531	S	8/4/2017	8/11/2017
801261	4UZFG5JC18412	2018	EX	DP	4531	FL	8/10/2017	8/18/2017
801258	4VZVU1E93JC084076	2018	EX	DP	4531	S	8/18/2017	8/25/2017
801268	4UZFG3JCU2250	2018	EX	DP	4531	FL	8/22/2017	8/30/2017
801265	4VZVU1E91JC084254	2018	EX	DP	4531	S	9/5/2017	9/13/2017
801273	4UZFG0JCU5039	2018	EX	DP	4534	FL	9/13/2017	9/20/2017
801274	4VZVU1E9XJC084334	2018	EX	DP	4553	S	9/14/2017	9/22/2017
801260	4VZVU1E9XJC084396	2018	EX	DP	4553	S	9/20/2017	9/27/2017
801270	4VZVU1E99JC084406	2018	EX	DP	4531	S	9/29/2017	10/6/2017
801271	4VZVU1E97JC084419	2018	EX	DP	4534	S	10/5/2017	10/13/2017
801272	4VZVU1E90JC084441	2018	EX	DP	4533	S	10/11/2017	10/19/2017
801249	4VZVU1E92JC084442	2018	EX	DP	4553	S	10/16/2017	10/24/2017
801262	4UZFG0JCX3648	2018	EX	DP	4531	FL	10/18/2017	10/26/2017
801277	4UZFGXJCX7058	2018	EX	DP	4533	FL	10/26/2017	11/3/2017
801288	4VZVU1E95JC084676	2018	EX	DP	4534	S	11/2/2017	11/10/2017
801276	4UZFG4JCX9212	2018	EX	DP	4531	FL	11/10/2017	11/20/2017
801251	4VZVU1E99JC084678	2018	EX	DP	4553	S	11/21/2017	12/1/2017
801269	4VZVU1E91JC084738	2018	EX	DP	4553	S	11/29/2017	12/7/2017
801252	4VZVU1E93JC084739	2018	EX	DP	4531	S	12/6/2017	12/13/2017
801281	4VZVU1E9XJC084740	2018	EX	DP	4553	S	12/8/2017	12/18/2017
801287	4VZVU1E95JC084872	2018	EX	DP	4531	S	1/22/2018	1/29/2018
Canada								
801267	4VZVU1E98JC084087	2018	EX	DP	4553	S	8/28/2017	9/6/2017
801255	4VZVU1E96JC084010	2018	EX	DP	4534	S	7/28/2017	8/9/2017