1301 STAHLEY DRIVE BUILDING #42 NAPPANEE, IN 46550

NEWMAR CORPORATION WARRANTY

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

DEPARTMENT

RECALL SERVICE BULLETIN							
DATE ISSUED	MODEL YEAR(S) AFFECTED			RSB#			
8/3/2018	2018, 2019			522			
MODEL							
Bay Star Sport	Ventana		Essex	X			
Bay Star	Dutch Star		King Aire	X			
Canyon Star	Mountain Aire	X	New Aire				
Ventana LE	London Aire	X	Other				
	DESCI	RIPTION					
Newmar Corporation has dec NHTSA 18V 387 TC 2018-3		g to motor veh	icle safety exis	ts in specifi	ic motorhomes.		
Issue: On certain motorhomes, the windshield wiper arms may have been manufactured incorrectly. This may reduce the driver's visibility under certain conditions and increase the risk of a crash and/or property damage.							
<u>Correction</u> : Dealers will replace the wiper arms.							
This recall applies only to specific 2018 and 2019 coaches. Please refer to the attached population list for production numbers and VINs of the affected coaches.							
RECOMMENDED ACTION							
Follow the attached instruction to obtain authorization. The particular of the state of the stat		-			_		
That rate code. 16 v 367 La	oor time .4 m.						
Please read this bulletin in its entirety prior to beginning any diagnosis or repairs.							



NEWMARCORP.COM

Date: June 28, 2018

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject:Recall Campaign No.: 18V 387

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 windshield wiper arms may have been manufactured incorrectly. This could reduce the driver's visibility under certain conditions and increase the risk of a crash and/or property damage. Correction: Dealers will replace the wiper arms.

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,



NEWMARCORP.COM

IMPORTANT SAFETY RECALL

Date: June 28, 2018

Motor Vehicle Recall Notification - Recall Campaign No. 18V 387

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 windshield wiper arms may have been manufactured incorrectly. This could reduce the driver's visibility under certain conditions and increase the risk of a crash and/or property damage. Correction: Dealers will replace the wiper arms.

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

The Safety Risk

This could reduce the driver's visibility under certain conditions and increase the risk of a crash and/or property damage.

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. Dealers will replace the wiper arms. Estimated time for repair is 0.4 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 an authorized Newmar Dealer.

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

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,



NEWMARCORP.COM

Date: June 28, 2018

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject:Recall Campaign No.: 2018-303

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 windshield wiper arms may have been manufactured incorrectly. This could reduce the driver's visibility under certain conditions and increase the risk of a crash and/or property damage. Correction: Dealers will replace the wiper arms.

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

This recall applies to certain Newmar motorhomes built between 02/01/2018 and 04/24/2018.

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,



NEWMARCORP.COM

VIN# Name Address City, State Zip code

Date: June 28, 2018

Motor Vehicle Recall Notification - Recall Campaign No. 2018-303

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 windshield wiper arms may have been manufactured incorrectly. This could reduce the driver's visibility under certain conditions and increase the risk of a crash and/or property damage. Correction: Dealers will replace the wiper arms.

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. This remedy consists of replacing the defective wiper arms with new wiper arms.

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.

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

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,



NEWMARCORP.COM

NIV Nom Adresse Ville, province, code postal

Date: 28 juin 2018

Avis de rappel visant un véhicule motorisé – Campagne de rappel nº 2018-303

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.

Les essuie-glaces de certaines autocaravanes peuvent avoir été mal fabriqués. Cela pourrait réduire la visibilité du conducteur dans certaines conditions et augmenter le risque d'accident ou de dommages matériels. Mesure corrective : Les concessionnaires remplaceront les essuie-glaces.

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. Cette solution comprendra le remplacement des essuieglaces défectueux par de nouveaux essuie-glaces.

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.

Veuillez agréer, Madame, Monsieur, l'expression de nos sentiments distingués.

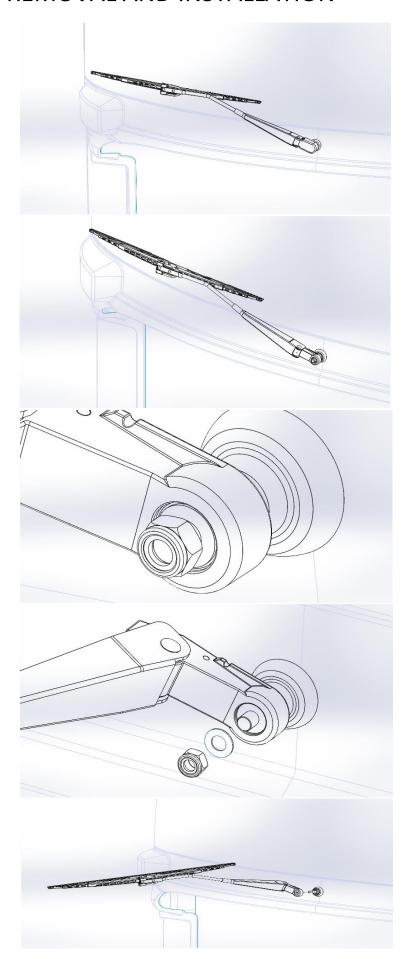
H.D. WIPER ARM REMOVAL AND INSTALLATION

1. Make sure the Wiper System is in the Park Position where the Wiper Blades are parallel with the bottom of the windshield.

2. Remove the Wiper Arm Head Cover exposing the 12mm Locking Nut and flat washer.

- 3. Loosen the 12mm Locking Nut where the end of the Locking nut is approximately 1/8" past the end of the pivot shaft. Using a 2 Jaw Puller of the appropriate size position the jaws of the puller underneath the base of the Wiper Arm Head and position the Center Bolt of the puller where the end of the Center Bolt is centered inside the 12mm Locking Nut. Unseat the Wiper Arm Head from the Pivot Shaft.
- 4. Remove the 12mm Locking Nut and Flat Washer and discard. Move the Wiper Arm into the Lock-Back Position.

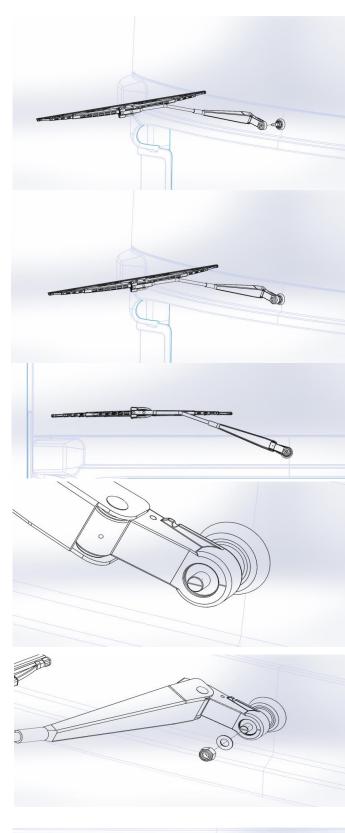
- 5. Remove the Wiper Arm Assembly from the Pivot shaft and Uninstall the Wiper Blade from the Wiper Arm. Discard the Old Wiper Arm.
- Inspect the splines on the Pivot Shaft to insure the splines are free of any debris of the Wiper Arm Head. Clean splines if necessary.

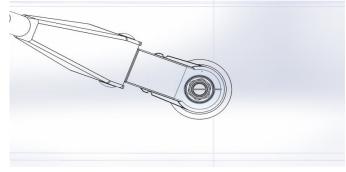


- 7. Install Wiper Blade onto the New Wiper Arm. Make sure the Wiper Blade rotates freely when secured to the Wiper Arm saddle.
- 8. Position the Wiper Arm into the Lock-Back Position.
- 9. Install the Wiper Arm onto the Pivot Shaft.

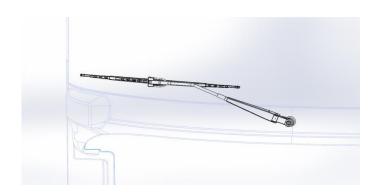
- 10. Position the Wiper Arm into the Operation Position where the Wiper Blade contacts the windshield and position the Wiper Arm so the Wiper Blade is parallel with the bottom edge of the windshield.
- 11. With the Wiper Arm in the Park
 Position, mark a horizontal line
 on the end of the Pivot Shaft extending
 onto the Wiper Arm Head. This line will
 be used to ensure proper alignment in
 the Park Position.
- 12. Return the Wiper Arm to the Lock-Back position and install the new 12mm Flat Washer and the 12mm Locking Nut that are included with the New Wiper Arm.

13. Make sure the lines marked earlier are in alignment, torque the 12mm nut to approximately 40 ft. lbs.. Tightening the nut in the Lock-Back Position ensures that the Wiper Arm Head is squarely seated onto the Pivot Shaft.





- 14. Position the Wiper Arm into the Operation Position and torque the 12mm Locking Nut to 65 Ft. Lbs.
- 15. Wait 60 minutes and re-torque 12mm Locking Nut to 65 Ft. Lbs. DO NOT OPERATE THE WIPER SYSTEM DURING THE TORQUING PROCEDURE.
- 16. Repeat the installation procedure on the opposite side.
- 17. After second torque procedure install cosmetic cover to conceal hardware. Installation complete.





Prod#	VIN Number	Year	Brand	Туре	Floor	Chassis	Date In	Date Off
USA Uni								
	4UZFCTFG9JCKA3676	2018		DP	4531		1/31/2018	2/7/2018
	4VZVU1E90JC085380	2018		DP	4553			5/15/2018
	4VZVU1E98JC085014	2018		DP	4531		2/23/2018	3/2/2018
	4UZFCTFG4KCKD1273	2018		DP	4553			2/27/2018
	4VZVU1E9XJC085015	2018		DP	4553		2/28/2018	3/7/2018
	4UZFCTFGXJCKC1023	2018		DP	4535			2/12/2018
	4UZFCTFG2KCKF4390	2018		DP	4531		4/23/2018	5/1/2018
	4VZVU1E98JC085076	2018		DP	4531			3/15/2018
	4VZVU1E96JC085092	2018		DP	4531			3/29/2018
	4UZFCTFG0KCJY2514	2019		DP	4576		1/31/2018	2/7/2018
	4VZVU1E95JC085178	2018		DP DP	4533			4/17/2018 2/22/2018
	4VZVU1E97KC084342	2019			4534 4553			
	4VZVU1E97JC085036	2018		DP				3/12/2018
	4VZVU1E9XJC085077	2018 2018		DP	4531			3/23/2018
	4UZFCTFG5KCKM9902	2018		DP	4534 4531			5/23/2018
	4VZVU1E91JC085260 4UZFCTFG0KCKH5495			DP				5/11/2018
	4VZVU1E93JC085597	2019 2018		DP DP	4576 4531			5/17/2018
	4VZVU1E93JC085597 4VZVU1E97JC084873	2018			4553			5/31/2018
		2018		DB DB			2/1/2018	
	4VZVU1E91JC084819				4531		1/29/2018	
	4VZVU1E97JC084937 4VZVU1E99JC084874	2018 2018		DB DB	4531 4531			2/22/2018 2/14/2018
	4VZVU1E99KC084343	2018		DB DB	4531			2/14/2018
	4VZVU1E99KC084948 4VZVU1E99JC084938	2019		DB DB	4531		3/2/2018	3/9/2018
	4VZVU1E99JC084938 4VZVU1E92JC085381	2018		DB DB	4553			4/12/2018
	4VZVU1E95JC085018	2018		DB DB	4533		3/29/2018	4/6/2018
	4VZVU1E93JC085261	2018		DB DB	4531			4/10/2018
	4VZVU1E93JC085201 4VZVU1E91JC085405	2018		DB	4533			4/10/2018
	4VZVU1E95JC085469	2018		DB	4534			4/13/2018
	4VZVU1E91JC085470	2018		DB	4531			5/2/2018
	4VZVU1E91JC085470 4VZVU1E92KC085382	2018		DB	4549			5/9/2018
	4VZVU1E93KC085519	2019		DB	4531			5/18/2018
	4VZVU1E9XKC085519	2019		DB	4534			5/25/2018
	4VZVU1E95JC084936	2019		DP	4534		2/22/2018	
	4VZVU1E93JC084935	2018		DP	4531		1/30/2018	
	4VZVU1E91JC085467	2018		DP	4553			4/26/2018
	4UZFCTFG6JCJY4069	2018		DP	4533			2/16/2018
	4VZVU1E91JC085016	2018		DP	4533			3/22/2018
	4UZFCTFG7JCKA9346	2018		DP	4531			2/26/2018
	4VZVU1E98JC084994	2018		DP	4534		2/26/2018	
	4UZFCTFG6KCJY2517	2018		DP	4543			2/19/2018
	4UZFCTFG9JCKA9347	2019		DP	4531			4/16/2018
	4VZVU1E90JC085038	2018		DP	4531			4/2/2018
	4VZVU1E90JC085058 4VZVU1E93JC085468	2018		DP	4534			5/4/2018
	4VZVU1E93JC085468 4VZVU1E91JC085078	2018		DP	4534		3/27/2018	
001303	+47401F211C002010	2010	LA	DΓ	4331	3	3/2//2018	4/4/2010

Prod# VIN Number	Year Brand	Type	Floor Chassis	Date In Date Off
801304 4UZFCTFG9KCKH5494	2019 EX	DP	4551 FL	5/3/2018 5/14/2018
801305 4UZFCTFG6KCKD1274	2018 EX	DP	4531 FL	5/7/2018 5/16/2018
801306 4VZVU1E95KC085523	2019 EX	DP	4551 S	5/16/2018 5/23/2018
801307 4VZVU1E94KC085710	2019 EX	DP	4579 S	5/21/2018 5/29/2018
904538 4VZVU1E94JC084992	2018 MA	DP	4531 S	3/6/2018 3/14/2018
904601 4UZFCTBG1JCKC6925	2018 MA	DP	4531 FL	2/5/2018 2/13/2018
904606 4VZVU1E93JC084997	2018 MA	DP	4047 S	3/14/2018 3/21/2018
904612 4VZVU1E97JC085019	2018 MA	DP	4047 S	4/4/2018 4/11/2018
904613 4VZVU1E94JC085091	2018 MA	DP	4531 S	4/12/2018 4/19/2018
904614 4VZVU1E95JC084869	2018 MA	DP	4531 S	2/7/2018 2/14/2018
904615 4VZVU1E92JC084876	2018 MA	DP	4047 S	2/14/2018 2/21/2018
904619 4VZVU1E96JC084931	2018 MA	DP	4553 S	2/21/2018 3/1/2018
904620 4UZFCTBG0JCKC1022	2018 MA	DP	4531 FL	1/30/2018 2/6/2018
904621 4VZVU1E91JC085033	2018 MA	DP	4534 S	3/12/2018 3/19/2018
904626 4VZVU1E91JC084870	2018 MA	DP	4531 S	2/13/2018 2/20/2018
904628 4VZVU1E93JC085034	2018 MA	DP	4553 S	3/19/2018 3/27/2018
904630 4VZVU1E92JC084991	2018 MA	DP	4553 S	2/27/2018 3/6/2018
904631 4UZFCTBG8KCKF8627	2018 MA	DP	4531 FL	3/27/2018 4/4/2018
904632 4VZVU1E98JC085448	2018 MA	DP	4047 S	4/5/2018 4/13/2018
904634 4VZVU1E90JC084990	2018 MA	DP	4533 S	2/28/2018 3/8/2018
904635 4VZVU1E94KC084556	2019 MA	DP	4018 S	2/7/2018 2/15/2018
904636 4VZVU1E9XJC085466	2018 MA	DP	4047 S	4/26/2018 5/3/2018
904637 4VZVU1E98JC085532	2018 MA	DP	4047 S	5/17/2018 5/25/2018
904638 4VZVU1E92JC085090	2018 MA	DP	4533 S	3/28/2018 4/5/2018
904640 4UZFCTBG6KCKM9901	2018 MA	DP	4531 FL	5/15/2018 5/22/2018
904641 4VZVU1E92KC084345	2019 MA	DP	4550 S	2/16/2018 2/26/2018
904642 4VZVU1E92JC085574	2018 MA	DP	4553 S	5/4/2018 5/15/2018
904643 4VZVU1E93JC085583	2018 MA	DP	4047 S	5/23/2018 5/31/2018
904644 4VZVU1E91JC085582	2018 MA	DP	4047 S	5/22/2018 5/30/2018
904645 4VZVU1E95JC085035	2018 MA	DP	4531 S	3/21/2018 3/28/2018
904646 4VZVU1E94JC085379	2018 MA	DP	4531 S	4/18/2018 4/25/2018
904648 4VZVU1E94KC085383	2019 MA	DP	4550 S	5/11/2018 5/21/2018
Canadian units				
501537 4VZVU1E96JC085013	2018 LA	DP	4531 S	2/1/2018 2/8/2018
501561 4UZFCTFG0JCKA3677	2018 LA	DP	4534 FL	4/2/2018 4/9/2018
501572 4UZFCTFG2KCKD1272	2018 LA	DP	4531 FL	2/16/2018 2/23/2018
530484 4VZVU1E93JC085017	2018 KG	DB	4531 S	3/13/2018 3/20/2018
530485 4VZVU1E9XJC084995	2018 KG	DB	4534 S	3/6/2018 3/13/2018
530487 4VZVU1E91JC084996	2018 KG	DB	4534 S	3/9/2018 3/16/2018
801294 4VZVU1E99JC085037	2018 EX	DP	4534 S	3/19/2018 3/26/2018
904633 4VZVU1E95JC085259	2018 MA	DP	4535 S	4/17/2018 4/24/2018