

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 #

6/25/2018

2014 - 2015

524

MODEL

Bay Star Sport	☐	Ventana	☒	Essex	☒
Bay Star	☐	Dutch Star	☒	King Aire	☐
Canyon Star	☐	Mountain Aire	☒	New Aire	☐
Ventana LE	☐	London Aire	☒	Other	☐

DESCRIPTION

Newmar Corporation has decided that a defect relating to motor vehicle safety exists in specific motor homes.
TC# 2018-329

Issue: On certain motorhomes, the cargo door lock actuator on the baggage doors could overheat due to a faulty keyless entry module configuration. If operated with a battery voltage below 9.5V DC, the actuator could chatter, causing it to overheat and melt, along with a portion of the inner door material. This scenario increases the risk of fire, which may cause physical injury and/or damage to property.

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

RECOMMENDED ACTION

Correction: Dealers will install a new low voltage disconnect module and wire harness. Follow the attached instructions to complete process. Please call your Newmar Service Account Manager to obtain parts and authorization.

Parts: The following parts will be shipped by the Newmar Parts Department after authorization is obtained.

<u>Part Name</u>	<u>Part Quantity</u>	<u>Newmar Part Number</u>
Low –Voltage Disconnect Module	1	133473
Screw 8 x 1	2	135623
Harness	1	143846

Flat Rate Code: 2018-329

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: June 21, 2018
Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: # 2018-329

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 and are instructed to contact Newmar Corporation if you do not remedy the condition within five days of the mutually agreed upon service date.

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 door lock-actuators on the baggage doors could malfunction and overheat if the battery voltage drops below 9.5 volts. This could cause melting of the actuator and the inner door material, increasing the risk of fire causing injury and/or damage to property. Correction: Dealers will install a new low voltage disconnect module and wire harness. Note: This recall supersedes recall 2015-562. Vehicles repaired as part of the previous recall will require re-inspection and repair.

Class A Motorhomes included in this recall include: 2014 Ventana, Dutch Star, Mountain Aire and Essex.

2015 Ventana, Dutch Star and London Aire.

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

This recall applies to certain Newmar motorhomes built between 6/11/2013 and 2/24/2015.

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

Date: June 21, 2018

Motor Vehicle Recall Notification - Recall Campaign No. 2018-329

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 door lock-actuators on the baggage doors could malfunction and overheat if the battery voltage drops below 9.5 volts. This could cause melting of the actuator and the inner door material, increasing the risk of fire causing injury and/or damage to property. Correction: Dealers will install a new low voltage disconnect module and wire harness. **Note: This recall supersedes recall 2015-562. Vehicles repaired as part of the previous recall will require re-inspection and repair.**

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 installing a new low voltage disconnect module and wire harness.

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 Chassis 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

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

Date : 21 juin 2018

Avis de rappel visant un véhicule motorisé – Campagne de rappel n° 2018-329

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.

Dans certaines autocaravanes, le vérin de verrouillage de la porte de chargement du compartiment des bagages pourrait mal fonctionner et surchauffer si la tension de batterie chute en dessous de 9,5 volts. Le vérin de verrouillage et le matériau de la porte intérieure pourraient alors fondre, ce qui augmenterait les risques d'incendie pouvant causer des blessures ou des dommages matériels. Mesure corrective : Les concessionnaires installeront un module de débranchement faible tension et un faisceau de câbles neufs. **Remarque : Ce rappel remplace le rappel 2015-562. Les véhicules réparés dans le cadre du rappel précédent devront subir une nouvelle inspection et être réparés.**

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 consistera à installer un module de débranchement faible tension et un faisceau de câbles neufs.

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 ou un centre de service 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.

Newmar Corporation

HOW TO INSTALL A BAGGAGE DOOR LOW VOLTAGE DISCONNECT MODULE

RELEVANT COACHES

- 2014 and 2015 Ventana (VTDP) with power baggage lock option (R115)
- 2014 and 2015 Dutch Star (DSDP) with power baggage lock option (R115)
- 2014 Mountain Aire (MADP)
- 2014 Essex (EXDP)
- 2015 London Aire (LADP)

ISSUE

Recall 15v 803 / TC 2015-562/ TC 2018-329: On certain motorhomes, the lock actuator on the baggage doors could overheat due to a faulty keyless entry module configuration. If operated with a battery voltage below 9.5 volts DC, the actuator may chatter, causing it to overheat and melt, along with a portion of the inner door material. This scenario increases the risk of fire, which may cause physical injury and/or damage to property.

ACTION

Correction: Dealers will install a new low-voltage disconnect module and wire harness. Follow the service procedure below to correct the condition. The flat rate time to complete this repair is three-tenths of an hour (.3 hr).

NECESSARY TOOLS & REPLACEMENT PARTS

Cordless Screwdriver with #2 Square Bit
7/16" Wrench
Inch-Pound Torque Wrench with 7/16" Socket

Part Name	Part Quantity	Newmar Part Number
Low-Voltage Disconnect Module	1	133473
Harness	1	143846
Screw 8x1	2	135623

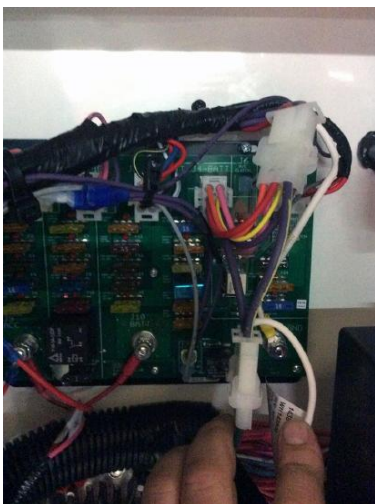
SERVICE PROCEDURE



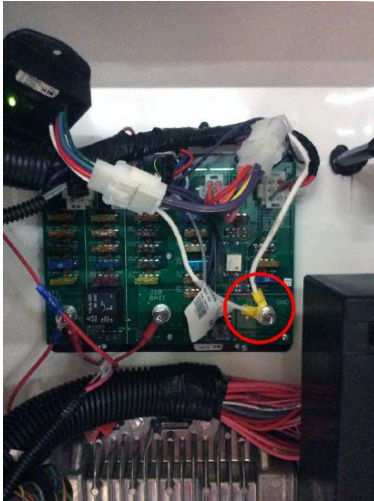
1. Plug the disconnect module (#133473) into the harness with the mating 4-pin connector (#143846).
2. Locate the J4 connector on the KIB fuse panel, and unplug the connector.



3. Plug the disconnected connector into the mating connector on the new harness.

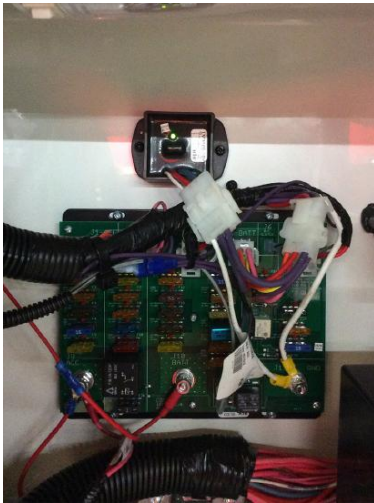


4. Plug the other connector on the new harness into the J4 connector on the KIB board.



5. Remove the 7/16" nut on the ground wire from the KIB board.

6. Add the ground wire from the new harness, and reinstall and tighten the nut to 84 inch-pounds while using the 7/16" wrench on the nut behind the terminal.



7. Using two screws, secure the module and harness to the back wall of the front electrical compartment.

8. Test the door actuator function from the baggage door switch on the passenger console. The battery voltage needs to be above 10 volts DC for the actuators to function.

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date	Date
Canadian Units								
411350	4UZFCHCY5ECFU5942	2014	VT	DP	4377	FL	8/14/2013	8/23/2013
411364	4UZFCHCY8ECFT3851	2014	VT	DP	4037	FL	7/31/2013	8/8/2013
411365	4UZFCHCY3ECFT3854	2014	VT	DP	4360	FL	8/5/2013	8/13/2013
411412	4UZFCHCY4ECFV4230	2014	VT	DP	4369	FL	10/7/2013	10/16/2013
411413	4UZFCHCYXECFV8413	2014	VT	DP	4037	FL	10/25/2013	11/5/2013
411443	4UZFCHCY4ECFX7281	2014	VT	DP	4037	FL	12/5/2013	12/13/2013
411457	4UZACHDT1ECFW4629	2014	VT	DP	3634	FL	12/13/2013	1/9/2014
411497	4UZFCHCY7FCGB9438	2014	VT	DP	4037	FL	3/19/2014	3/27/2014
411567	4UZFCHCY1FCGD3044	2014	VT	DP	4369	FL	3/18/2014	3/26/2014
411595	4UZFCHCY2FCGF5375	2014	VT	DP	4037	FL	4/29/2014	5/8/2014
411607	4UZFCHCY4FCGF8875	2014	VT	DP	4037	FL	5/12/2014	5/21/2014
411654	4UZFCHCY9FCGJ7288	2015	VT	DP	4369	FL	7/9/2014	7/17/2014
411718	4UZFCHCY7FCGJ5250	2015	VT	DP	4037	FL	7/10/2014	7/21/2014
411721	4UZFCHCY2FCGL2117	2015	VT	DP	4003	FL	7/31/2014	8/11/2014
411722	4UZFCHCY7FCGL4980	2015	VT	DP	4369	FL	8/6/2014	8/15/2014
411731	4UZFCHCY2FCGN1623	2015	VT	DP	4369	FL	9/8/2014	9/17/2014
411757	4UZACHDT3FCGN7783	2015	VT	DP	3635	FL	10/15/2014	10/23/2014
411776	4UZFCHCY9FCGL4978	2015	VT	DP	4037	FL	8/8/2014	8/18/2014
501125	4UZFACTBG5FCGJ5288	2015	LA	DP	4553	FL	6/20/2014	7/8/2014
501127	4UZFACTBG7FCGJ7303	2015	LA	DP	4553	FL	7/7/2014	7/16/2014
501128	4UZFACTBG4FCGL2132	2015	LA	DP	4553	FL	8/12/2014	8/21/2014
501150	4UZFACTBG0FCGK7896	2015	LA	DP	4553	FL	8/5/2014	8/14/2014
501151	4UZFACTBG4FCGL9906	2015	LA	DP	4503	FL	9/16/2014	9/25/2014
501152	4UZFACTBG5FCGL4620	2015	LA	DP	4553	FL	9/8/2014	9/17/2014
501153	4UZFACTBG2FCGL9905	2015	LA	DP	4553	FL	9/17/2014	9/25/2014
501155	4UZFACTBG5FCGK2614	2015	LA	DP	4503	FL	7/17/2014	7/25/2014
501165	4UZFACTBG6FCGT1614	2015	LA	DP	4568	FL	11/25/2014	12/5/2014
501166	4UZFACTBG6FCGT9972	2015	LA	DP	4553	FL	1/14/2015	1/22/2015
501167	4UZFACTBG8FCGT1615	2015	LA	DP	4553	FL	12/4/2014	12/12/2014
501168	4UZFACTBG9FCGL4619	2015	LA	DP	4553	FL	8/18/2014	8/26/2014
501183	4UZFACTBG8FCGN7809	2015	LA	DP	4553	FL	9/30/2014	10/8/2014
501207	4UZFACTBGXFCGS7890	2015	LA	DP	4553	FL	11/19/2014	12/2/2014
501208	4UZFACTBG4FCGT1613	2015	LA	DP	4599	FL	12/1/2014	12/10/2014
501209	4UZFACTBG2FCGX3083	2015	LA	DP	4553	FL	2/3/2015	2/11/2015
501220	4UZFACTBG9FCGT1610	2015	LA	DP	4553	FL	11/21/2014	12/3/2014
501232	4UZFACTBG7FCGW3777	2015	LA	DP	4553	FL	2/16/2015	2/24/2015
604669	4UZFCHCY7ECFN8014	2014	DS	DP	4018	FL	6/19/2013	6/26/2013
604679	4UZFCHCY7ECFP9932	2014	DS	DP	4374	FL	6/11/2013	6/18/2013
604691	4UZFCHCYXECFR7549	2014	DS	DP	4038	FL	6/24/2013	7/9/2013
604710	4UZFCHCY8ECFT9312	2014	DS	DP	4364	FL	8/22/2013	9/3/2013
604711	4UZFCHCY3ECFU5938	2014	DS	DP	4018	FL	8/13/2013	8/22/2013
604713	4UZFCHCY5ECFR5577	2014	DS	DP	4364	FL	8/1/2013	8/9/2013
604722	4UZFCHCY1ECFU5937	2014	DS	DP	4018	FL	8/27/2013	9/6/2013
604769	4UZFCHCY3ECFV4235	2014	DS	DP	4364	FL	9/20/2013	10/1/2013
604770	4UZFCHCY1ECFU9146	2014	DS	DP	4364	FL	9/12/2013	9/23/2013

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date	Date
604803	4UZFCHCY8ECFV0701	2014	DS	DP	4038	FL	9/26/2013	10/4/2013
604804	4UZFCHCY4ECFW0786	2014	DS	DP	4364	FL	10/16/2013	10/25/2013
604805	4UZFCHCY9ECFW0783	2014	DS	DP	4358	FL	10/8/2013	10/17/2013
604806	4UZFCHCY7ECFW4640	2014	DS	DP	4358	FL	10/11/2013	10/22/2013
604852	4UZFCHCY6ECFY5057	2014	DS	DP	4372	FL	1/9/2014	1/17/2014
604853	4UZFCHCY1ECFX7285	2014	DS	DP	4018	FL	11/22/2013	12/4/2013
604858	4UZFCHCY5ECGA1017	2014	DS	DP	4369	FL	2/10/2014	2/18/2014
604869	4UZFCHCY8ECFY2046	2014	DS	DP	4018	FL	12/13/2013	1/9/2014
604880	4UZFCHCY8FCGA6486	2014	DS	DP	4369	FL	3/7/2014	3/19/2014
604920	4UZFCHCY8FCGC2770	2014	DS	DP	4358	FL	3/25/2014	4/2/2014
604947	4UZFCHCY9FCGE6317	2014	DS	DP	4369	FL	5/7/2014	5/19/2014
605008	4UZFCHCY9FCGJ5282	2015	DS	DP	4369	FL	6/18/2014	6/26/2014
605010	4UZFCHCY2FCGJ7293	2015	DS	DP	4369	FL	6/23/2014	7/9/2014
605011	4UZFCHCY9FCGJ7291	2015	DS	DP	4002	FL	6/20/2014	7/8/2014
605062	4UZFCHCYXFCGK5190	2015	DS	DP	4018	FL	7/11/2014	7/21/2014
605063	4UZFCHCY4FCGL4614	2015	DS	DP	4312	FL	7/18/2014	7/29/2014
605064	4UZFCHCY5FCGL2127	2015	DS	DP	4366	FL	9/11/2014	9/19/2014
605078	4UZACHCY1FCGL9876	2015	DS	DP	3736	FL	8/14/2014	8/22/2014
605079	4UZFCHCY1FCGK5191	2015	DS	DP	4002	FL	7/14/2014	7/23/2014
605080	4UZFCHCY6FCGL2122	2015	DS	DP	4018	FL	7/16/2014	7/24/2014
605081	4UZFCHCY3FCGK7881	2015	DS	DP	4018	FL	7/15/2014	7/23/2014
605112	4UZFCHCY3FCGN7799	2015	DS	DP	4369	FL	9/22/2014	9/30/2014
605123	4UZFCHCY5FCGM1698	2015	DS	DP	4018	FL	8/15/2014	8/25/2014
605156	4UZFCHCY9FCGP2288	2015	DS	DP	4369	FL	10/27/2014	11/5/2014
605161	4UZFCHCY8FCGP8356	2015	DS	DP	4018	FL	9/26/2014	10/6/2014
605163	4UZFCHCY3FCGL4989	2015	DS	DP	4369	FL	9/18/2014	9/26/2014
605198	4UZFCHCY8FCGS1722	2015	DS	DP	4360	FL	11/7/2014	11/18/2014
605240	4UZFCHCY6FCGT1598	2015	DS	DP	4369	FL	12/12/2014	1/9/2015
605244	4UZACHCY2FCGR5602	2015	DS	DP	3736	FL	1/7/2015	1/15/2015
605249	4UZFCHCY4FCGR9186	2015	DS	DP	4369	FL	10/24/2014	11/4/2014
801031	4VZAU1E97EC076681	2014	EX	DP	4554	S	6/13/2013	6/20/2013
801042	4UZFCTDV0ECFJ2175	2014	EX	DP	4553	FL	7/22/2013	7/30/2013
801044	4UZFCTDV2ECFJ2176	2014	EX	DP	4553	FL	7/31/2013	8/8/2013
801048	4UZFCTDV6ECFJ2178	2014	EX	DP	4544	FL	8/19/2013	8/28/2013
801080	4VZAU1E96EC078972	2014	EX	DP	4544	S	5/5/2014	5/13/2014
801092	4UZFCTDV9ECFY1303	2014	EX	DP	4544	FL	4/15/2014	4/25/2014
904159	4UZFCHCY0ECFT3861	2014	MA	DP	4369	FL	7/17/2013	7/25/2013
904179	4UZFCHCY7ECFT6885	2014	MA	DP	4018	FL	8/21/2013	8/30/2013
904207	4UZFCHCY7ECFV4237	2014	MA	DP	4369	FL	10/7/2013	10/16/2013
904208	4UZFCHCY3ECFU9150	2014	MA	DP	4361	FL	9/6/2013	9/17/2013
904215	4UZFCHCY4ECFN9377	2014	MA	DP	4018	FL	11/13/2013	11/22/2013
904219	4UZFCHCY7FCGA5832	2014	MA	DP	4364	FL	2/4/2014	2/13/2014
904232	4UZFCHCY1FCGA6488	2014	MA	DP	4369	FL	2/11/2014	2/19/2014
904241	4UZFCHCY6ECFW0787	2014	MA	DP	4018	FL	2/19/2014	2/27/2014
904252	4UZFCHCYXFCGA6490	2014	MA	DP	4369	FL	4/1/2014	4/9/2014
904264	4UZFCHCY4FCGB9445	2014	MA	DP	4369	FL	4/25/2014	5/5/2014