

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 540  
Apr. 18, 2019

NHTSA #19V 197

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2017 – 2019: Ventana

### DESCRIPTION

Daimler Trucks North America LLC has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on Freightliner chassis (NHTSA # 18V 913). On certain motorhomes, the steering and tie rod arm bolts that join the steering and tie rod arm to the knuckle may not have accurate torque specification data. Without torque data, DTNA cannot verify that the bolts are properly torqued to specification. In response, Newmar is releasing recall NHTSA 19V 197.

### ISSUE

Under-torqued bolts may lead to a separation of the tie rod and disconnect the front wheels of the vehicle. Disconnection of the front wheels can reduce the ability to steer the vehicle, which may increase the risk of a crash.

### CORRECTIVE ACTION

The steering arm and tie rod arm will be inspected for the correct bolt torque and, if necessary, repaired with new fasteners.

### UNITS AFFECTED

Refer to the attached population list for specific VIN numbers supplied by DTNA.

### REPAIR PROCEDURE

DTNA will provide the work instructions and any parts necessary.

### CUSTOMER ACTION

It is recommended that you call Daimler Trucks North America @ 800-547-0712 to locate a Qualified Service Center near you. If you need further assistance, contact the Newmar service department at 1-800-731-8300. A brand specialist will assist you in making an appointment to have this repair completed.

### DEALER ACTION

Contact the Freightliner Customer Support Center at 1-800-FTL-HELP (1-800-385-4357), and follow the prompts, or visit <https://freightliner.com/dealer-search/> to locate an authorized DTNA service center to schedule and perform the recall near you. If you need assistance contacting DTNA, contact your Newmar Service Account Manager.

### NOTE

Newmar will not be authorizing this repair. DTNA will authorize and schedule this repair.

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

NOTICE: Any technical information published in this bulletin is intended for use only by a qualified, Newmar-authorized service technician. Newmar is not responsible for the misuse of this information.

Prod	VIN Number	Model YR	Brand	Type	Floor	Chassis	Date In	Date Off
413145	4UZACHFC4JCJP1857	2017	VT	DP	3436	FL	5/10/2017	5/18/2017
413204	4UZFCHCY5HCJM5350	2017	VT	DP	4037	FL	4/12/2017	4/20/2017
413521	4UZACHFC9JCJU6663	2018	VT	DP	3412	FL	8/14/2017	8/22/2017
413740	4UZACHFC0KCKD1257	2018	VT	DP	3412	FL	2/16/2018	2/23/2018
413740	4UZACHFC0KCKD1257	2018	VT	DP	3412	FL	2/16/2018	2/23/2018
413855	4UZACHFC7KCJY2515	2019	VT	DP	3709	FL	2/6/2018	2/14/2018