

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 545
Jun. 19, 2019

NHTSA #19V 384

RECALL SERVICE BULLETIN

AFFECTED MODELS

2019 Mountain Aire and Essex (Specific VIN)

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 367). In response, Newmar is releasing NHTSA # 19V 384. On certain motorhomes, the brake caliper mounting bolts may be incorrectly torqued. This could result in caliper bolts loosening.

ISSUE

Insufficiently torqued bolts may not provide adequate clamping force between the brake caliper and brake anchor plate, potentially resulting in reduced brake effectiveness. Reduced brake effectiveness may increase the risk of a vehicle crash.

CORRECTIVE ACTION

Potentially affected vehicles will be inspected and repaired as necessary at no charge by DTNA authorized facilities.

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

Contact 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 scheduling 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.



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: June 17, 2019

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 19V 384

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

In response to notification from Daimler Trucks North America LLC, Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on Freightliner Chassis.

On certain motorhomes, the brake caliper mounting bolts may be incorrectly torqued. This could result in caliper bolts loosening. Insufficiently torqued bolts may not provide adequate clamping force between the brake caliper and brake anchor plate potentially resulting in reduced brake effectiveness. Reduced brake effectiveness could increase the risk of a vehicle crash. Correction: potentially affected vehicles will be inspected and repaired as necessary at no charge.

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

Daimler Trucks North America LLC 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



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Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
904669	4UZFTBG6KCLE9945	2019	MA	DP	4579	FL	10/15/2018	10/22/2018
904737	4UZFTBG9KCLG5573	2019	MA	DP	4551	FL	10/24/2018	10/31/2018
801347	4UZFTFG6KCLG5587	2019	EX	DP	4551	FL	11/15/2018	11/27/2018