

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

**RSB 551**  
**Jan. 3, 2020**

**NHTSA #19V 816**  
**TC #2019-576**

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2020 :: Mountain Aire

### DESCRIPTION

Newmar Corporation has decided that certain 2020 Mountain Aire motorhomes built on a Freightliner Chassis fail to comply with FMVSS number 108.

### ISSUE

If the high beam headlights are activated, only the high beam headlights may illuminate. The intention of the high beam function on the affected coaches is to have both the high beam and the low beam bulbs illuminate together.

### CORRECTIVE ACTION

Daimler Trucks North America authorized service facilities will repair as necessary to ensure the low beam bulb will illuminate along with the high beam bulb during activation of the high beams.

### UNITS AFFECTED

Refer to the attached population list for specific coach production and VIN numbers.

### REPAIR PROCEDURE

Schedule an appointment to have DTNA update the parameters for headlight control.

### CUSTOMER ACTION

Contact the Newmar Service Department at 1-800-731-8300. A Brand Specialist will assist in scheduling this repair with a DTNA authorized service facility.

### DEALER ACTION

Contact your Service Account Manager at Newmar to assist in scheduling this repair with a DTNA authorized service facility.

**FLAT RATE CODE:** 19V 816

**LABOR TIME:** .5 hr

**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: December 13, 2019  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 19V 816

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 certain 2020 Mountain Aire motorhomes, built on Freightliner Chassis, fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment."

If the headlight high beams are activated, only the high beam bulbs may illuminate. The intention of the high beam function on the affected coaches is to have both the high beam and low beam bulbs illuminate together. Not having the required illumination of the road could reduce the driver's visibility, which could increase the risk of a crash causing injury and/or damage to property. Correction: Daimler Trucks North America authorized service facilities will repair as necessary to ensure the low beam bulb will turn on along with the high beam bulb.

**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 Corporation 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: December 13, 2019

Motor Vehicle Recall Notification - Recall Campaign No. 19V 816

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**

On certain motorhomes, if the headlight high beams are activated, only the high beam bulbs illuminate. The intention of the high beam function is to have both the high beam and low beam bulbs illuminate together. Not having the required illumination of the road could reduce the driver's visibility, which could increase the risk of a crash causing injury and/or damage to property. Correction: Daimler Trucks North America Authorized Service Facilities will repair as necessary to ensure the low beam bulb will turn on along with the high beam bulb.

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

### **The Safety Risk**

Not having the required illumination of the road could reduce the driver's visibility, which could increase the risk of a crash causing injury and/or damage to property.

### **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. Estimated time for repair is 0.5 hrs.

### **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 DTNA 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

An authorized service center is 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 service center 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: December 13, 2019  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 2019-576

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.

### **Issue:**

On one motorhome built on a Freightliner chassis, the high beam headlights may not work as designed. When the high beam headlights are switched on, the low beam headlights turn off. The lighting system is designed to have the low beam headlights stay on when the high beams are switched on. As a result, a driver could have reduced visibility.

### **Safety Risk:**

Reduced visibility could increase the risk of a crash.

### **Corrective Actions:**

The company will notify the owner by mail and instruct you to take your motorhome to a Daimler Trucks North America authorized service facility to ensure the headlights work properly, and repair as necessary.

This recall applies to a certain Newmar 2020 Mountain Aire motorhome. VIN #4UZFCFTFM5LCLL6156

**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**

DTNA will reprogram the RVM module. 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: December 13, 2019  
Motor Vehicle Recall Notification - Recall Campaign No. 2019-576

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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*.

This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

## **REASON FOR THIS RECALL**

Newmar Corporation has determined that a defect, which relates to motor vehicle safety, exists in specific motorhomes.

### **Issue:**

On one motorhome built on a Freightliner chassis, the high beam headlights may not work as designed. When the high beam headlights are switched on, the low beam headlights turn off. The lighting system is designed to have the low beam headlights stay on when the high beams are switched on. As a result, a driver could have reduced visibility.

### **Safety Risk:**

Reduced visibility could increase the risk of a crash.

### **Corrective Actions:**

The company will notify the owner by mail and instruct you to take your motorhome to a Daimler Trucks North America authorized service facility to ensure the headlights work properly, and repair as necessary.

**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. Estimated time for repair is 0.5 hrs.

## **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 Daimler Trucks North America 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

An authorized service center is 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 service center 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

Name (Nom)

Adresse

Ville, province et code postal

Date : 13 décembre 2019

Avis de rappel de véhicule automobile : campagne de rappel n° 2019-576

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Cher client :

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile du Canada*.

Le présent avis vous est envoyé conformément aux exigences de la [Loi sur la sécurité automobile](#)

La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

## **RAISON DE CE RAPPEL**

Newmar Corporation a déterminé qu'il existe un défaut lié à la sécurité des véhicules automobiles dans certaines autocaravanes.

Problème :

Sur les autocaravanes construites sur un châssis Freightliner, les phares des feux de route peuvent ne pas fonctionner comme prévu. Lorsque les feux de route sont allumés, les feux de croisement s'éteignent. Le système d'éclairage est conçu pour que les feux de croisement restent allumés lorsque les feux de route sont allumés. Par conséquent, le conducteur pourrait avoir une visibilité réduite.

Risque pour la sécurité :

Une visibilité réduite peut augmenter le risque d'accident.

Mesures correctives :

L'entreprise avisera le propriétaire par la poste et vous demandera d'apporter votre autocaravane à un centre de service agréé par Daimler Trucks North America pour vous assurer que les phares fonctionnent correctement, et les réparer au besoin.

**Les autocaravanes nécessitent une inspection immédiate. Utiliser les véhicules sans les faire inspecter constitue un risque potentiel pour la sécurité.**

## **CE QUE NOUS FERONS**

Newmar Corporation fournira aux propriétaires de toutes les autocaravanes concernées un remède pour le défaut potentiel, sans frais de pièces ou de main-d'œuvre. Le temps estimé pour la réparation est de quinze minutes.

## **CE QUE VOUS DEVEZ FAIRE**

Comme ce défaut affecte la sécurité des véhicules à moteur, il est recommandé de communiquer immédiatement avec le service d'entretien de Newmar au **1-800-731-8300**. Un associé vous aidera à prendre rendez-vous pour que cette réparation soit effectuée par un centre de service agréé de Daimler Trucks North America.

**Les réglementations fédérales exigent que tout loueur de véhicule recevant cet avis de rappel transmette une copie de cet avis au locataire dans un délai de dix jours.**



Si la réparation a été effectuée avant la réception de cette lettre, vous pourriez avoir droit à un remboursement du coût d'un remède avant la notification. Pour de plus amples renseignements, veuillez communiquer avec Newmar Corporation :

**Service technique**  
Newmar Corporation  
355 N Delaware St  
Nappanee, IN 46550-0030

Un centre de service autorisé est le mieux équipé pour obtenir des pièces et effectuer l'entretien nécessaire pour que votre véhicule soit réparé le plus rapidement possible. TOUTEFOIS, si vous apportez votre véhicule à votre centre de service à la date prévue et que ce problème n'est pas réparé à cette date ou dans un délai de cinq jours, veuillez contacter le service à la clientèle de Newmar Corporation au 1-800-731-8300.

Si vous n'êtes plus propriétaire de ce véhicule, veuillez nous fournir le nom et l'adresse de la personne ou du concessionnaire à qui vous avez vendu ou échangé le véhicule. Nous vous remercions de votre coopération.

Votre sécurité et votre satisfaction envers votre produit Newmar sont importantes pour nous. Nous nous excusons pour tout désagrément que peut vous causer cette situation.

Cordialement,

Newmar Corporation



## **Recreational Vehicle Module (RVM) Parameter Refresh**

1. Inspect for a completion sticker for NHTSA #19V 816 & T.C. #2019-576 or Campaign SF595. If a sticker is present, no work is needed. If there is no sticker, continue with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Connect an RP1210B compliant vehicle diagnostic adaptor to the laptop and the vehicle diagnostic port.
4. Turn the ignition switch to the "ON" position.
5. Open Diagnostic Link®.
6. Select the "Bulkhead Module" icon.
7. Select the "Features" tab.
8. The host should already have the new parameter (26-04006-021) loaded. If not enter the new parameter part number.
9. Select "Apply Changes."
10. A progress bar will appear on the laptop screen while the parameter information is being updated.
11. Verify that the new parameter is now displayed in the updated parameter list. If the new parameter is not in the updated parameter list, repeat steps 8 through 11.
12. Turn the headlights on and verify that the low beams remain on when selecting high beams.
13. Once the update is finished, select "disconnect" in Diagnostic Link, then disconnect the RP1210B hardware adaptor from the vehicle.
14. Clean a spot and attach a completion sticker for the recall to indicate the work has been completed.

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
USA Units								
904764	4UZFCTFM2LCLW3735	2020	MA	DP	4543	FL	5/24/2019	6/5/2019
904772	4UZFCTFM0LCLX7424	2020	MA	DP	4551	FL	6/5/2019	6/12/2019
904773	4UZFCTFM5LCLX2476	2020	MA	DP	4533	FL	7/17/2019	7/25/2019
904783	4UZFCTFM2LCLX7425	2020	MA	DP	4551	FL	6/7/2019	6/14/2019
904802	4UZFCTFM7LCLX9882	2020	MA	DP	4533	FL	7/26/2019	8/5/2019
904805	4UZFCTFM9LCLX9883	2020	MA	DP	4535	FL	10/10/2019	10/18/2019
Canadian Units								
904747	4UZFCTFM5LCLL6156	2020	MA	DP	4551	FL	1/11/2019	1/24/2019