

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 559  
Nov 6, 2020

NHTSA #20V 594

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2021 :: Dutch Star, Mountain Aire, London Aire, Essex on Spartan Chassis Only

### DESCRIPTION

Newmar has determined that certain 2021 coaches with 16,000 pound straight-acting HWH jacks may contain a defect relating to safety. NHTSA number 20V 594.

### ISSUE

On certain motorhomes, the front leveling jacks may not support the weight of the motorhome due to incorrect mounting of the jack(s) to the chassis. Not having the front jacks fastened correctly may result in an unexpected drop causing injury.

### UNITS AFFECTED

Please refer to the attached population list for affected coach numbers and VINs.

### CORRECTIVE ACTION

Newmar dealers will inspect and repair leveling jacks as necessary by following the attached work instructions.

**FLAT RATE CODE:** 20V 594

### LABOR TIME:

- .2 hr. for Inspection Only
- .7 hr. for Inspection and Reorientation of the Outer Brackets Only
- 2.2 hrs. for Inspection and Reorientation of the Outer Brackets + Replacement of Welded Brackets

### DEALER ACTION

Inspect and contact your Newmar Service Account Manager for authorization of the correct flat rate time and to order parts (if needed).

### CUSTOMER ACTION

Contact the Newmar Service Department at 1-800-731-8300. An associate will assist you in making an appointment to have this repair completed by an authorized Newmar Dealer.

**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: November 3, 2020

Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 20V 594

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 front leveling jacks may not support the weight of the motorhome due to not being fastened correctly to the chassis. Not having the front jacks fastened correctly may result in an unexpected drop causing injury. Correction: Newmar Dealers will inspect and repair leveling jacks as necessary.

**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,

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: November 3, 2020

Motor Vehicle Recall Notification - Recall Campaign No. 20V 594

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 front leveling jacks may not support the weight of the motorhome due to not being fastened correctly to the chassis. Not having the front jacks fastened correctly may result in an unexpected drop causing injury. Correction: Newmar Dealers will inspect and repair leveling jacks as necessary.

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

### **The Safety Risk**

Not having the front jacks fastened correctly to the chassis may result in an unexpected drop causing injury.

### **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. Newmar Dealers will inspect and repair leveling jacks as necessary. Estimated time for repair is 0.7-2.2hrs.

### **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.

**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. 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

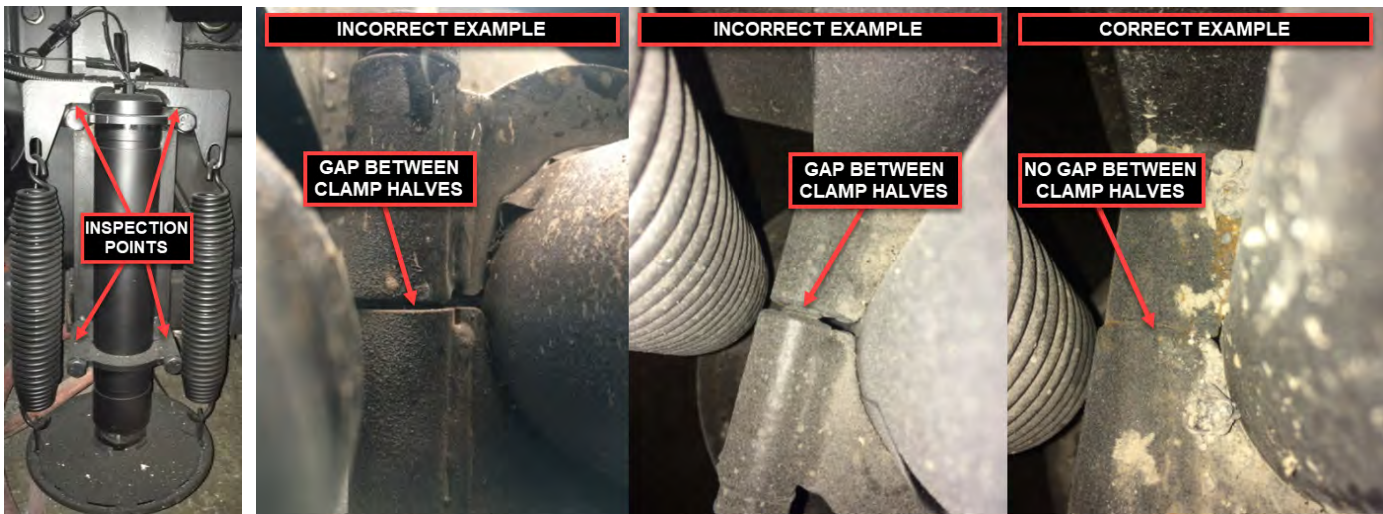
# Work Instructions for Front Jack Inspection and Repair

This article provides work instructions for front jack inspection and/or repair.

Inspection and work instructions for early 2021 model coaches built on a Spartan Chassis with 16,000 pound straight-acting HWH jacks, Recall Bulletin #559 NHTSA #20V 594.

Coach Models: Dutch Star, Mountain Aire, London Aire, Essex, King Aire

Inspect the front jacks to determine if any gaps are present at the clamps, which hold the jacks in place. There are four clamp halves on each jack, as well as bolts that go through them creating an inspection point. This is where the clamp halves come together at both sides of the jack: one near the top and near the bottom of the cylinder. A total of eight joints must be inspected (four on the passenger side and four on the driver side).

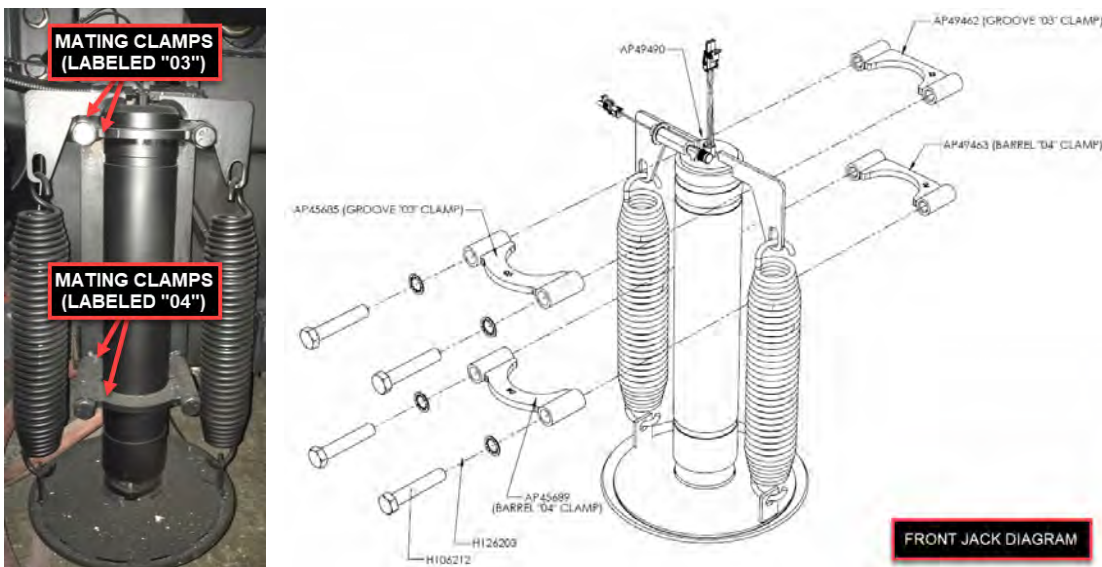


If all four clamp joints on the jack are tight with no gaps, move to the opposite front jack and inspect. If all four of its clamp joints are also tight with no gaps, no repair will need to be performed. If all eight clamp joints are tight with no gaps, obtain authorization for inspection only.

If one or more clamped joints are gapped, both jacks will need to be removed and inspected, then have the clamp placement corrected.

Place the clamps so you know where you took them off, and determine if the clamp was intended to be in the groove of the cylinder or on the barrel of the cylinder.

- Clamps labeled "03" are intended to be used in the groove of the cylinder.
- Clamps labeled "04" are intended to be used on the barrel of the cylinder.



The clamp halves must match for the intended position. Both upper clamps that fit in the groove must be 03 clamps, and both lower clamps that fit around the jack without the groove must both be 04 clamps.

If the welded half of the clamp is correct, then just the outer half brackets can be reoriented (mated) and reassembled.

If the welded brackets are correct and only the outer brackets need to be reoriented, obtain authorization for inspection and placement of outer brackets only.

The clamp half that is welded to the bracket could be wrong. If so, it will need to be cut off the bracket and a new, correct clamp welded back in its place. It is suggested to use a plasma cutter (if available) and grind smooth; otherwise, use another quality cutting device, and grind smooth in preparation of welding on new bracket(s).

If the welded brackets are incorrect, obtain authorization for inspection, correct placement of outer brackets, and replacement of the welded brackets.

Order the necessary weld-on groove and/or barrel kits.

Product Description (Each kit contains two brackets)	Newmar Part Number
Inner Weld-On Groove Kit	031759
Inner Weld-On Barrel Kit	031760
Outer Groove Kit	031761
Outer Barrel Kit	031762

When welding is necessary, prepare the coach:

- Unplug the unit and disconnect batteries, or use an Anti-Zap Auto surge protector on the house and chassis battery banks.
  - Attach the welder's ground clamp directly to the jack bracket you will be
  - welding the clamps onto.
- Make sure that the weld has good penetration on both the clamps and the mounting plate since the two welded clamps secure the jack assembly to the frame.

After welding is complete and cooled, spray the jack clamp and the surrounding area with a high solids black spray paint or undercoating to prevent rust.



## Labor Time

- .2 hr. for Inspection Only
- .7 hr. for Inspection and Reorientation of the Outer Brackets Only
- 2.2 hrs. for Inspection and Reorientation of the Outer Brackets + Replacement of Welded Brackets

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
USA Only								
501765	4VZVU1E98MC089259	2021	LA	DP	4579	S	8/3/2020	8/11/2020
501767	4VZVU1E9XMC089022	2021	LA	DP	4551	S	6/8/2020	6/17/2020
501768	4VZVU1E99MC089111	2021	LA	DP	4551	S	6/19/2020	7/15/2020
501769	4VZVU1E97MC089110	2021	LA	DP	4551	S	6/15/2020	6/24/2020
501771	4VZVU1E90MC089210	2021	LA	DP	4543	S	7/21/2020	7/29/2020
501772	4VZVU1E92MC089211	2021	LA	DP	4551	S	7/28/2020	8/5/2020
501773	4VZVU1E94MC089212	2021	LA	DP	4551	S	7/23/2020	7/31/2020
501776	4VZVU1E90MC089319	2021	LA	DP	4551	S	8/19/2020	8/27/2020
608789	4VZAT1D97MC088106	2021	DS	DP	4369	S	11/20/2019	12/3/2019
608938	4VZAU1D92MC089273	2021	DS	DP	4369	S	8/6/2020	8/17/2020
608949	4VZAU1D92MC088995	2021	DS	DP	4369	S	6/8/2020	6/17/2020
608950	4VZAU1D90MC088994	2021	DS	DP	4369	S	6/8/2020	6/17/2020
608958	4VZAU1D95MC089199	2021	DS	DP	4369	S	7/30/2020	8/7/2020
608968	4VZAU1D9XMC088999	2021	DS	DP	4369	S	6/22/2020	7/16/2020
608980	4VZAU1D98MC088998	2021	DS	DP	4328	S	6/15/2020	6/24/2020
608982	4VZAU1D99MC088993	2021	DS	DP	4369	S	6/4/2020	6/15/2020
608985	4VZAU1D96MC088997	2021	DS	DP	4369	S	6/12/2020	6/23/2020
608987	4VZAU1D94MC088996	2021	DS	DP	4369	S	6/12/2020	6/23/2020
608997	4VZAU1D94MC089372	2021	DS	DP	4369	S	8/27/2020	9/4/2020
609001	4VZAU1D9XMC089103	2021	DS	DP	4369	S	7/20/2020	7/28/2020
609004	4VZAU1D90MC089000	2021	DS	DP	4369	S	6/24/2020	7/17/2020
609005	4VZAU1D92MC089001	2021	DS	DP	4328	S	6/25/2020	7/20/2020
609011	4VZAU1D98MC089102	2021	DS	DP	4328	S	7/17/2020	7/27/2020
609012	4VZAU1D91MC089104	2021	DS	DP	4369	S	7/22/2020	7/30/2020
609016	4VZAU1D93MC089198	2021	DS	DP	4362	S	7/30/2020	8/7/2020
609018	4VZAU1D91MC089197	2021	DS	DP	4328	S	7/29/2020	8/6/2020
609021	4VZAU1D90MC089272	2021	DS	DP	4326	S	8/5/2020	8/13/2020
609023	4VZAU1D96MC089311	2021	DS	DP	4369	S	8/10/2020	8/20/2020
609025	4VZAU1D9XMC089196	2021	DS	DP	4369	S	7/29/2020	8/6/2020
609027	4VZAU1D98MC089312	2021	DS	DP	4369	S	8/12/2020	8/24/2020
609030	4VZAU1D93MC089105	2021	DS	DP	4369	S	7/28/2020	8/5/2020
609038	4VZAU1D92MC089256	2021	DS	DP	4326	S	8/4/2020	8/12/2020
609042	4VZAU1D9XMC089201	2021	DS	DP	4369	S	8/5/2020	8/12/2020
609045	4VZAU1D91MC089202	2021	DS	DP	4369	S	8/3/2020	8/12/2020
609046	4VZAU1D94MC089274	2021	DS	DP	4362	S	8/10/2020	8/19/2020
609047	4VZAU1D98MC089200	2021	DS	DP	4328	S	8/3/2020	8/11/2020
801401	4VZVU1E96MC089213	2021	EX	DP	4551	S	6/17/2020	7/13/2020
801402	4VZVU1E97MC089026	2021	EX	DP	4551	S	6/12/2020	6/23/2020
801403	4VZVU1E91MC089281	2021	EX	DP	4551	S	7/16/2020	7/24/2020
801408	4VZVU1E90MC089322	2021	EX	DP	4551	S	7/24/2020	8/3/2020
801411	4VZVU1E96MC089342	2021	EX	DP	4551	S	8/4/2020	8/12/2020
904834	4VZVU1E90MC089207	2021	MA	DP	4551	S	7/30/2020	8/10/2020
904835	4VZVU1E95MC089316	2021	MA	DP	4118	S	6/10/2020	6/19/2020
904836	4VZVU1E96MC089258	2021	MA	DP	4102	S	6/4/2020	6/15/2020
904837	4VZVU1E90LC089013	2021	MA	DP	4551	S	6/16/2020	6/25/2020
904840	4VZVU1E99MC089108	2021	MA	DP	4551	S	6/23/2020	7/17/2020
904841	4VZVU1E92MC089208	2021	MA	DP	4551	S	8/6/2020	8/17/2020
904842	4VZVU1E90MC089109	2021	MA	DP	4551	S	8/6/2020	8/18/2020