

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 561  
April 05, 2021

NHTSA #21V 069

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2021 :: Kountry Star, Ventana

### DESCRIPTION

Daimler Trucks North America has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Freightliner chassis (NHTSA #21V 018). In response, Newmar Corporation is issuing recall NHTSA # 21V 069.

### ISSUE

On certain motorhomes built on a Freightliner Chassis, a single-caliper mounting bolt may be under-torqued. One of the six brake caliper mounting bolts on the driver side steer axle may be incorrectly torqued. This may cause surrounding caliper bolts to loosen. Insufficiently torqued bolts may not provide adequate clamping force between the brake caliper and brake anchor plate, potentially resulting in reduced brake effectiveness and increased risk of a crash.

### UNITS AFFECTED

Refer to the attached population list for specific VIN numbers supplied by DTNA for the coaches that may be affected.

### CORRECTIVE ACTION

Repairs will be performed by Daimler Trucks North America authorized service facilities. DTNA will provide work instructions and any necessary parts to complete the recall procedure.

### CUSTOMER ACTION

Contact Daimler Trucks North America at 1-800-547-0712 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: March 30, 2021  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 21V 069

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 built on Freightliner chassis. This recall is the result of information provided to us by Daimler Trucks North America LLC. DTNA identification code for this recall is FL-873*

On certain motorhomes built on a Freightliner Chassis, A single caliper-mounting bolt may be under torqued. One of the six brake caliper mounting bolts on the driver side steer axle may be incorrectly torqued. This could result in surrounding caliper bolts to loosen. 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 lead to a vehicle crash.

**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 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: March 30, 2021

Motor Vehicle Recall Notification - Recall Campaign No. 21V 069

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 built on Freightliner chassis. This recall is the result of information provided to us by Daimler Trucks North America LLC. DTNA identification code for this recall is FL-873*

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

### **The Safety Risk**

One of the six brake caliper mounting bolts on the driver side steer axle may be incorrectly torqued. This could result in surrounding caliper bolts to loosen. 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 lead to a vehicle crash.

### **WHAT WE WILL DO**

DTNA will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. This remedy consists of verifying bolts are torqued to correct specification. Estimated time for repair is 0.9 hrs.

### **WHAT YOU NEED TO DO**

As this defect does affect motor vehicle safety, 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 immediately at 1-800-731-8300. An associate will assist you in making an appointment to have this repair completed.

**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 Chassis Service Facility, 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 Authorized Chassis Service Facility 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

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
415156	4UZFCHFE9MCMN6856	2021	VT	DP	4037	FL	8/3/2020	8/11/2020
750341	4UZACHFC6MCMP0691	2021	KS	DP	3717	FL	8/5/2020	8/12/2020
750356	4UZACHFC4MCMP0690	2021	KS	DP	3426	FL	8/18/2020	8/26/2020
750357	4UZACHFC9MCMP4802	2021	KS	DP	3426	FL	8/19/2020	8/28/2020
750362	4UZACHFC8MCMP4807	2021	KS	DP	4037	FL	8/28/2020	9/8/2020