

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 566  
May 18, 2021

NHTSA #21V 258

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2021 :: Ventana, Dutch Star, New Aire, Mountain Aire, London Aire

### DESCRIPTION

The Shyft Group Inc. (Spartan Chassis) has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Spartan chassis (NHTSA #21V 214). In response, Newmar Corporation is issuing recall NHTSA # 21V 258.

### ISSUE

On certain motorhomes, the steering output shaft inside the steering column may be too short and could disengage from the steering input shaft during a full telescope of the steering column/wheel. A disengagement of the steering output shaft from the steering input shaft could result in a loss of steering control increasing the risk of a crash.

### UNITS AFFECTED

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

### CORRECTIVE ACTION

Repairs will be performed by Spartan authorized service facilities. The Shyft Group (Spartan) will provide work instructions and any necessary parts to complete the recall procedure.

### CUSTOMER ACTION

Contact Spartan Chassis at 1-800-543-4277 (Opt. 0) 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 Spartan. If you need assistance connecting with Spartan, contact your Newmar Service Account Manager.

### NOTE

Newmar will not be authorizing this repair. Spartan 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: May 14, 2021

Re: Newmar Corporation – Motor Vehicle Recall Notification

---

Subject: Recall Campaign No.: 21V-258

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 the Shyft Group Inc., Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on Spartan chassis.*

On certain motorhomes, the steering output shaft inside the steering column may be too short and could disengage from the steering input shaft during a full telescope of the steering column/wheel. A disengagement of the steering output shaft from the steering input shaft could result in a loss of steering control increasing the risk of a 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**

The Shyft Group Inc. 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: May 14, 2021

Motor Vehicle Recall Notification - Recall Campaign No. 21V-258

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 Spartan chassis. This recall is the result of information provided to us by the Shyft Group, Inc. recall #21V-214.*

On certain motorhomes, the steering output shaft inside the steering column may be too short and could disengage from the steering input shaft during a full telescope of the steering column/wheel. A disengagement of the steering output shaft from the steering input shaft could result in a loss of steering control increasing the risk of a crash.

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

### **The Safety Risk**

A disengagement of the steering output shaft from the steering input shaft could result in a loss of steering control increasing the risk of a crash.

### **WHAT WE WILL DO**

The Shyft Group will be conducting this recall in its entirety. The steering output shaft will be inspected for the appropriate length. If the steering output shaft is determined to be shorter than required, the steering column will be replaced at no charge to the customer.

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

As this defect does affect motor vehicle safety, it is recommended that you call Spartan Chassis at 1-800-543-4277 opt. 0 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

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
USA Units								
415116	4VZDR1A91MC089753	2021	VT	DP	3709	S	1/28/2021	2/5/2021
415199	4VZAT1D93MC089902	2021	VT	DP	4037	S	1/11/2021	1/19/2021
415373	4VZAU1D95MC089932	2021	VT	DP	4369	S	2/3/2021	2/10/2021
415377	4VZAU1D9XMC090221	2021	VT	DP	4369	S	2/9/2021	2/17/2021
415397	4VZAU1D93MC089931	2021	VT	DP	4326	S	2/1/2021	2/9/2021
415398	4VZAU1D98MC089844	2021	VT	DP	4311	S	1/25/2021	2/1/2021
415404	4VZAU1D92MC090083	2021	VT	DP	4369	S	2/8/2021	2/16/2021
501809	4VZVU1E97MC090094	2021	LA	DP	4535	S	1/4/2021	1/12/2021
501828	4VZVU1E99MC090050	2021	LA	DP	4535	S	1/29/2021	2/5/2021
609176	4VZAU1D98MC090105	2021	DS	DP	4369	S	3/8/2021	3/16/2021
609281	4VZAU1D9XMC090087	2021	DS	DP	4369	S	2/3/2021	2/11/2021
609473	4VZAU1D94MC089971	2021	DS	DP	4081	S	1/29/2021	2/8/2021
609483	4VZAU1D9XMC090011	2021	DS	DP	4081	S	2/8/2021	2/16/2021
609499	4VZAU1D99MC090047	2021	DS	DP	4369	S	1/22/2021	2/1/2021
609509	4VZAU1D90MC090048	2021	DS	DP	4310	S	1/28/2021	2/5/2021
711059	4VZAT1D90MC089985	2021	NA	DP	3545	S	1/27/2021	2/4/2021
904870	4VZVU1E96MC089986	2021	MA	DP	4535	S	2/10/2021	2/18/2021
904885	4VZVU1E98MC090136	2021	MA	DP	4102	S	2/5/2021	2/15/2021
904886	4VZVU1E91MC090107	2021	MA	DP	4118	S	1/19/2021	1/27/2021