

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 569  
Feb 08, 2022

NHTSA #21V 542

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2021 :: Ventana,  
2021 – 2022 :: Kountry Star

### 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 369). In response, Newmar Corporation is issuing recall NHTSA # 21V 542.

### ISSUE

On certain motorhomes, the tie rod clamp may be loose due to the supplied lock nuts being over-crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp remains loose. A loose tie rod clamp could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out of the tie rod, or the tube is broken due to vibration of the loose joint. A decrease in steering response increases the 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: February 4, 2022  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 21V-542

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 recall number is #21V-542.*

On certain motorhomes, the tie rod clamp may be loose due to the supplied lock nuts being over-crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp is still loose. The tie rod clamp being loose could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out of the tie rod, or the tube is broken due to vibration of the loose joint. Having a decrease in steering response increases 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**

DTNA will provide the work instructions. This is the second of two notices you will receive from Newmar Corp. regarding this subject. The first notice was a interim notice making you aware of the situation. At the time of the interim notice DTNA did not have a final fix available. At the time of this second notice DTNA now has a final fix for the problem noted above

**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: February 4, 2022

Motor Vehicle Recall Notification - Recall Campaign No. 21V-542

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 certain 2021-2022 Kountry Star and Ventana motorhomes built on Freightliner chassis. This recall is the result of information provided to us by Daimler Trucks North America LLC. DTNA recall number is #21V-369.*

On certain motorhomes, the tie rod clamp may be loose due to the supplied lock nuts being over-crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp is still loose.

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

### **The Safety Risk**

The tie rod clamp being loose could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out the tie rod, or the tube is broken due to vibration of the loose joint increasing the risk of a 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. DTNA will inspect the affected assemblies and install a return spring as needed. Estimated time for repair is 2.0-4.3 hours.

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

This is the second of two notices you will receive from Newmar Corp. regarding this subject. The first notice was a interim notice making you aware of the situation. At the time of the interim notice DTNA did not have a final fix available. At the time of this second notice DTNA now has a final fix for the problem noted above. 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 Out
415441	4UZACHFC1MCMY5650	2021	VT	DP	3709	FL	5/18/2021	5/26/2021
750382	4UZACHFC6MCMX7379	2021	KS	DP	4002	FL	5/11/2021	5/20/2021
750416	4UZACHFC1MCMY5647	2021	KS	DP	3709	FL	5/4/2021	5/12/2021
750432	4UZACHFC6MCMW6429	2021	KS	DP	4037	FL	6/2/2021	6/10/2021
750435	4UZACHFC8MCMY5645	2021	KS	DP	3717	FL	5/12/2021	5/21/2021
750438	4UZACHFC3MCMY5648	2021	KS	DP	4037	FL	5/21/2021	6/1/2021
750450	4UZACHFC4MCMY2824	2021	KS	DP	3709	FL	5/20/2021	5/28/2021
750452	4UZACHFCXMCMY5646	2021	KS	DP	3709	FL	5/3/2021	5/11/2021
750468	4UZACHFC2MCMX7380	2021	KS	DP	4002	FL	5/19/2021	5/27/2021
750474	4UZACHFC5MCMY5649	2021	KS	DP	4045	FL	5/19/2021	5/27/2021
750511	4UZACHFC4NCMX8855	2022	KS	DP	4011	FL	3/10/2021	3/17/2021