

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 574
November 18, 2021

NHTSA #21V 822
TC #2021-640

RECALL SERVICE BULLETIN

AFFECTED MODELS

2020 – 2021 :: Essex
2020 – 2022 :: London Aire, King 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 752). In response, Newmar Corporation is issuing recall NHTSA # 21V 822 and TC # 2021-640.

ISSUE

On certain motorhomes built on a Spartan chassis, a defect in the power steering pump could cause it to fail. If this happens, there could be a loss of power steering assist. This could increase 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: 11/11/2021

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 21V-822

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 built on a Spartan chassis, a defect in the power steering pump could cause it to fail. If this happens, there could be a loss of power steering assist. This could increase the risk of a crash.

These 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: 11/11/2021

Motor Vehicle Recall Notification - Recall Campaign No. 21V-822

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, 21V-752.

On certain motorhomes built on a Spartan chassis, a defect in the power steering pump could cause it to fail. If this happens, there could be a loss of power steering assist.

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

The Safety Risk

A loss of power steering assist may result in a sudden increase in steering effort, especially at low speeds. This could increase the risk of a crash.

WHAT WE WILL DO

The Shyft Group Inc will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. The power steering pump will be reviewed and if the serial number falls within the serial number range of affected pumps, it will be replaced. Reviewing the serial number should only take 1 hour. Replacing the power steering pump may take up to 3 hours. However, due to scheduling times the service provider may need the vehicle longer.

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 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



WHEN YOU KNOW THE DIFFERENCE

NEWMAR CORPORATION

NEWMARCORP.COM

Date: 11/11/2021

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: #2021-640

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

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.

Issue:

On one motorhome built on a Spartan chassis, a defect in the power steering pump could cause it to fail. If this happens, there could be a loss of power steering assist.

Safety Risk:

A loss of power steering assist may result in a sudden increase in steering effort, especially at low speeds. This could increase the risk of a crash.

Corrective Actions:

Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized Shyft Group Inc. repair facility to replace the power steering pump.

This recall applies to certain Newmar 2021 Essex Class A Motorhomes.

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

VIN#
make, model, model year
Name
Address
City, State Zip code

Date: 11/11/2021
Motor Vehicle Recall Notification - Recall Campaign No. 2021-640

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 decided that a defect, which relates to motor vehicle safety, exists in specific motorhome built on Spartan chassis. This recall is the result of information provided to us by The Shyft Group. The Shyft Group recall number is 21V-752

Issue:

On one motorhome built on a Spartan chassis, a defect in the power steering pump could cause it to fail. If this happens, there could be a loss of power steering assist.

Safety Risk:

A loss of power steering assist may result in a sudden increase in steering effort, especially at low speeds. This could increase the risk of a crash.

Corrective Actions:

Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized Shyft Group Inc. repair facility to replace the power steering pump.

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

WHAT WE WILL DO

The Shyft Group Inc will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. The power steering pump will be reviewed and if the serial number falls within the serial number range of affected pumps, it will be replaced. Reviewing the serial number should only take 1 hour. Replacing the power steering pump may take up to 3 hours. However, due to scheduling times the service provider may need the vehicle longer.

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 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.

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
marque, modèle, année de modèle
Nom
Adresse
Ville, État, code postal

Date : 11 novembre 2021

Avis de rappel de véhicule à moteur – N° de campagne de rappel 2021-640

Cher client,

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'un défaut lié à la sécurité des véhicules à moteur existe pour certains véhicules récréatifs construits avec des châssis Spartan. Ce rappel est le résultat d'informations qui nous ont été fournies par The Shyft Group. Le numéro de rappel de The Shyft Group est 21V-752

Problème :

Un défaut de la pompe de direction assistée pourrait provoquer une panne sur un véhicule récréatif construit avec un châssis Spartan. Si cela se produit, il pourrait y avoir une perte de l'assistance de direction.

Risque de sécurité :

Une perte de l'assistance de direction peut entraîner une augmentation soudaine de l'effort sur le volant de direction, en particulier à basse vitesse. Cela pourrait augmenter le risque d'accident.

Mesures correctives :

Newmar informera le propriétaire par courrier et lui demandera d'apporter son véhicule récréatif à un centre de réparation autorisé Shyft Group Inc. pour remplacer la pompe de direction assistée.

Les véhicules récréatifs nécessitent un service immédiat. Leur utilisation continue présente un danger potentiel pour la sécurité.

CE QUE NOUS ALLONS FAIRE

The Shyft Group Inc. offrira aux propriétaires de tous les véhicules récréatifs concernés une correction du défaut potentiel, et ce sans frais pour les pièces ou la main-d'œuvre. La pompe de direction assistée sera examinée et si son numéro de série figure parmi les numéros de série des pompes concernées, elle sera remplacée. La vérification du numéro de série ne devrait prendre qu'une heure. Le remplacement de la pompe de direction assistée peut prendre jusqu'à 3 heures. Cependant, en raison de certains horaires de service, le fournisseur de service pourrait devoir conserver votre véhicule pendant une période plus longue.

CE QUE VOUS DEVEZ FAIRE

Comme ce défaut touche la sécurité des véhicules à moteur, il est recommandé d'appeler Spartan Chassis au 1 800 543-4277 pour trouver un centre de service qualifié près de chez vous. Si vous avez besoin d'une assistance supplémentaire, communiquez immédiatement avec le service après-vente de Newmar au **1-800-731-8300**. Un associé vous aidera à prendre rendez-vous pour effectuer cette réparation.

Les réglementations fédérales exigent que tout loueur de véhicule qui reçoit cet avis de rappel transmette une copie de cet avis au locataire dans les dix jours.

Si vous avez effectué la réparation avant de recevoir cette lettre, vous pourriez être admissible au remboursement des frais de réparation. Pour plus d'informations, contactez Newmar Corporation à :

Service après-vente
Newmar Corporation
355 N Delaware St
Nappanee, IN 46550-0030

Un centre de service agréé est le mieux équipé pour obtenir des pièces et fournir un service pour s'assurer que votre véhicule est réparé le plus rapidement possible. CEPENDANT, si vous apportez votre véhicule à votre centre de service agréé à la date prévue et que cette condition n'est pas corrigée à cette date ou dans les cinq jours; veuillez contacter le service après-vente de Newmar Corporation au 1-800-731-8300.

Si vous ne possédez plus ce véhicule, veuillez nous fournir le nom complet et l'adresse de la personne ou du concessionnaire à qui vous avez vendu ou échangé votre véhicule. Merci de votre collaboration.

Votre sécurité et votre satisfaction avec votre produit Newmar sont importantes pour nous et nous regrettons tout inconvénient que cela peut vous causer.

Cordialement,

Newmar Corporation

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
USA Units								
501761	4VZVU1E9XLC089021	2020	LA	DP	4535	S	5/15/2020	5/27/2020
501765	4VZVU1E98MC089259	2021	LA	DP	4579	S	8/3/2020	8/11/2020
501766	4VZVU1E99MC089321	2021	LA	DP	4551	S	8/26/2020	9/3/2020
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
501774	4VZVU1E9XMC089280	2021	LA	DP	4551	S	8/17/2020	8/25/2020
501776	4VZVU1E90MC089319	2021	LA	DP	4551	S	8/19/2020	8/27/2020
501778	4VZVU1E93MC089279	2021	LA	DP	4543	S	8/12/2020	8/21/2020
501781	4VZVU1E9XMC089490	2021	LA	DP	4579	S	9/18/2020	9/29/2020
501785	4VZVU1E92MC089340	2021	LA	DP	4551	S	9/2/2020	9/11/2020
501786	4VZVU1E97MC089320	2021	LA	DP	4551	S	8/20/2020	8/28/2020
501788	4VZVU1E94MC089341	2021	LA	DP	4551	S	9/3/2020	9/14/2020
501790	4VZVU1E93MC089380	2021	LA	DP	4533	S	9/15/2020	9/24/2020
501791	4VZVU1E92MC089712	2021	LA	DP	4551	S	9/21/2020	9/30/2020
501799	4VZVU1E95MC089381	2021	LA	DP	4533	S	9/11/2020	9/21/2020
501813	4VZVU1E90NC089631	2022	LA	DP	4551	S	11/6/2020	11/19/2020
530631	4VZVU1E90LC089030	2020	KG	DB	4531	S	6/2/2020	6/10/2020
530632	4VZVU1E94MC089260	2021	KG	DB	4553	S	7/15/2020	7/23/2020
530634	4VZVU1E90MC089384	2021	KG	DB	4531	S	8/25/2020	9/2/2020
530635	4VZVU1E98MC089343	2021	KG	DB	4531	S	8/11/2020	8/20/2020
530637	4VZVU1E92MC089323	2021	KG	DB	4531	S	7/29/2020	8/6/2020
530643	4VZVU1E91MC089491	2021	KG	DB	4531	S	9/10/2020	9/18/2020
530655	4VZVU1E98NC089635	2022	KG	DB	4531	S	12/17/2020	1/12/2021
801400	4VZVU1E97LC089025	2020	EX	DP	4543	S	5/26/2020	6/3/2020
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
801406	4VZVU1E98MC089567	2021	EX	DP	4569	S	8/20/2020	8/31/2020
801408	4VZVU1E90MC089322	2021	EX	DP	4551	S	7/24/2020	8/3/2020
801409	4VZVU1E97MC089382	2021	EX	DP	4551	S	8/13/2020	8/24/2020
801411	4VZVU1E96MC089342	2021	EX	DP	4551	S	8/4/2020	8/12/2020
801413	4VZVU1E99MC089383	2021	EX	DP	4551	S	8/7/2020	8/19/2020
801414	4VZVU1E91MC089667	2021	EX	DP	4551	S	9/17/2020	9/28/2020
801415	4VZVU1E98MC089665	2021	EX	DP	4551	S	8/31/2020	9/9/2020
Canadian Units								
801404	4VZVU1E9XMC089666	2021	EX	DP	4569	S	9/8/2020	9/16/2020