

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 590
November 01, 2022

NHTSA #22V 748
TC #2022-569

RECALL SERVICE BULLETIN

AFFECTED MODELS

2023 :: Dutch Star

DESCRIPTION

The dash interferes with full extension of the brake pedal assembly.

ISSUE

Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on Freightliner and Spartan Chassis.

On certain Newmar motorhomes, when the adjustable brake pedal is fully extended towards the driver, it may contact the dash panel. This can cause the brakes to partially be applied. Continuing to drive with the brakes partially applied may cause the brakes to overheat and cause a brake failure.

UNITS AFFECTED

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

CORRECTIVE ACTION

Follow the attached work instructions to trim the plastic dash panel.

PARTS NEEDED

Item Description	Quantity	Newmar Part #
SEAL FOAM SCRN DR	1 ft.	03650

FLAT RATE CODE: 22V 748

LABOR TIME: .5 hr.

DEALER ACTION

Contact your Newmar Service Account Manager to obtain authorization and order part(s).

CUSTOMER ACTION

Contact the Newmar brand specialist immediately at 1-800-731-8300. An associate will assist you in making an appointment to have this repair completed.

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: 10/24/2022

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 22V-748

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 and Spartan Chassis.

On certain Newmar Motorhomes, when the adjustable brake pedal is fully extended towards the driver, it may contact the dash panel. This can cause the brakes to partially apply. If you continue to drive with the brakes partially applied, the brakes could overheat and cause a brake failure.

Motorhomes included in this recall include:

2023 Dutch Star Class A Motorhomes

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

Newmar Corp. 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: 10/24/2022

Motor Vehicle Recall Notification - Recall Campaign No. 22V-748

Dear Valued Customer:

This notice is being 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 on certain Newmar Motorhomes built on both Freightliner and Spartan chassis. When the adjustable brake pedal is fully extended towards the driver, it may contact the dash panel. This can cause the brakes to partially apply. If you continue to drive with the brakes partially applied, the brakes could overheat and cause a brake failure.

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

The Safety Risk

Overheated brakes or a brake failure could increase the risk of a crash.

WHAT WE WILL DO

Newmar Corp. will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. The dash panel will be inspected and trimmed to eliminate the contact with the adjustable brake pedal when it is fully extended towards the driver. The total expected time for repair is .5 hrs. 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 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

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, phone number, e-mail and physical 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: 10/24/2022

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: #2022-569

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

Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in specific motorhomes built on a Freightliner or Spartan Chassis.

Issue:

On a small number of motorhomes, when the adjustable brake pedal is fully extended towards the driver, it may contact the dash panel. This can cause the brakes to partially apply. If you continue to drive with the brakes partially applied, the brakes could overheat and cause a brake failure.

Safety Risk:

Overheated brakes or a brake failure could increase the risk of a crash

Corrective Actions:

Newmar will notify owners by mail and instruct them to bring the motorhome to a dealership where the dash panel will be inspected and trimmed to eliminate the contact with the adjustable brake pedal when it is fully extended towards the driver. The total expected time for repair is .5 hrs. However, due to scheduling times the service provider may need the vehicle longer. All work will be free of charge to the customer.

This recall applies to Newmar 2023 Dutch Star 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

Newmar Corp. 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: 10/24/2022
Motor Vehicle Recall Notification - Recall Campaign No. 2022-569

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 both Freightliner or Spartan Chassis.

Issue:

On a small number of motorhomes, when the adjustable brake pedal is fully extended towards the driver, it may contact the dash panel. This can cause the brakes to partially apply. If you continue to drive with the brakes partially applied, the brakes could overheat and cause a brake failure.

Safety Risk:

Overheated brakes or a brake failure could increase the risk of a crash.

Corrective Actions:

Newmar will notify owners by mail and instruct you to bring your motorhome to a dealership to trim the dash panel.

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

WHAT WE WILL DO

Newmar Corp. will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. The dash panel will be inspected and trimmed to eliminate the contact with the adjustable brake pedal when it is fully extended towards the driver. The total expected time for repair is .5 hrs. 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 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 and paid any expenses for repairs, 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 Service Facilities, 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 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, phone number, e-mail and physical 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 #
la fabrique, le modèle, l'année de modèle
Nom
Adresse
Ville, Code postal de l'État

Date: 10/24/2022
Avis de rappel de véhicules automobiles - Campagne de rappel no 2022-569

Cher client apprécié:

Le présent avis vous est envoyé conformément aux exigences de la [Loi sur la sécurité automobile du Canada](#).

La présente a pour but de vous informer que votre véhicule est susceptible de présenter un défaut qui pourrait porter atteinte à la sécurité des personnes.

RAISON DE CE RAPPEL

Newmar Corporation a décidé qu'un défaut, qui se rapporte à la sécurité des véhicules automobiles, existe dans une autocaravane spécifique construite sur des châssis Freightliner ou Spartan.

Question en litige :

Sur un petit nombre de camping-cars, lorsque la pédale de frein réglable est complètement étendue vers le conducteur, elle peut entrer en contact avec le tableau de bord. Cela peut provoquer un freinage partiel. Si vous continuez à conduire avec les freins partiellement serrés, les freins pourraient surchauffer et provoquer une défaillance des freins.

Risque pour la sécurité :

Une surchauffe des freins ou une défaillance des freins pourrait augmenter le risque d'accident.

Mesures correctives : Newmar avisera les propriétaires par la poste et vous demandera d'apporter votre camping-car chez un concessionnaire pour couper le tableau de bord.

Les camping-cars nécessitent un entretien immédiat. L'utilisation continue présente un danger potentiel pour la sécurité.

CE QUE NOUS ALLONS FAIRE

Newmar Corp. fournira aux propriétaires de tous les camping-cars concernés un remède pour le défaut potentiel sans frais pour les pièces ou la main-d'œuvre. Le tableau de bord sera inspecté et coupé pour éliminer le contact avec la pédale de frein réglable lorsqu'elle sera complètement étendue vers le conducteur. Le temps total prévu pour la réparation est de .5 heures. Cependant, en raison des heures de planification, le fournisseur de services peut avoir besoin du véhicule plus longtemps.

CE QUE VOUS DEVEZ FAIRE

Comme cette défectuosité a une incidence sur la sécurité des véhicules automobiles, il est recommandé de communiquer immédiatement avec le service de Newmar au 1-800-731-8300. Un associé vous aidera à prendre rendez-vous pour que cette réparation soit terminée.

La réglementation fédérale exige que tout locateur de véhicule recevant cet avis de rappel transmette une copie de cet avis au locataire dans les dix jours.

Si vous avez fait effectuer la réparation avant de recevoir cette lettre et que vous avez payé des dépenses pour des réparations, vous pourriez être admissible à recevoir un remboursement pour le coût de l'obtention d'un recours préalable à la notification. Pour de plus amples renseignements, veuillez communiquer avec Newmar Corporation à l'adresse suivante :

Département des services
Newmar Corporation
355, rue Delaware Nord
Nappanee, IN 46550-0030

Les installations de service **autorisées sont les** mieux équipées pour obtenir des pièces et fournir un service afin de s'assurer que votre véhicule est corrigé le plus rapidement possible. TOUTEFOIS, si vous aerez votre véhicule à votre centre de service autorisé à la date prévue et que cette condition n'est pas corrigée à cette date ou dans les cinq jours; veuillez communiquer avec le service à la clientèle de Newmar Corporation au 1-800-731-8300.

Si vous n'êtes plus propriétaire de ce véhicule, veuillez nous fournir le nom complet, le numéro de téléphone, le courriel et l'adresse physique de la personne ou du concessionnaire à qui vous avez vendu ou échangé votre véhicule. Je vous remercie de votre coopération.

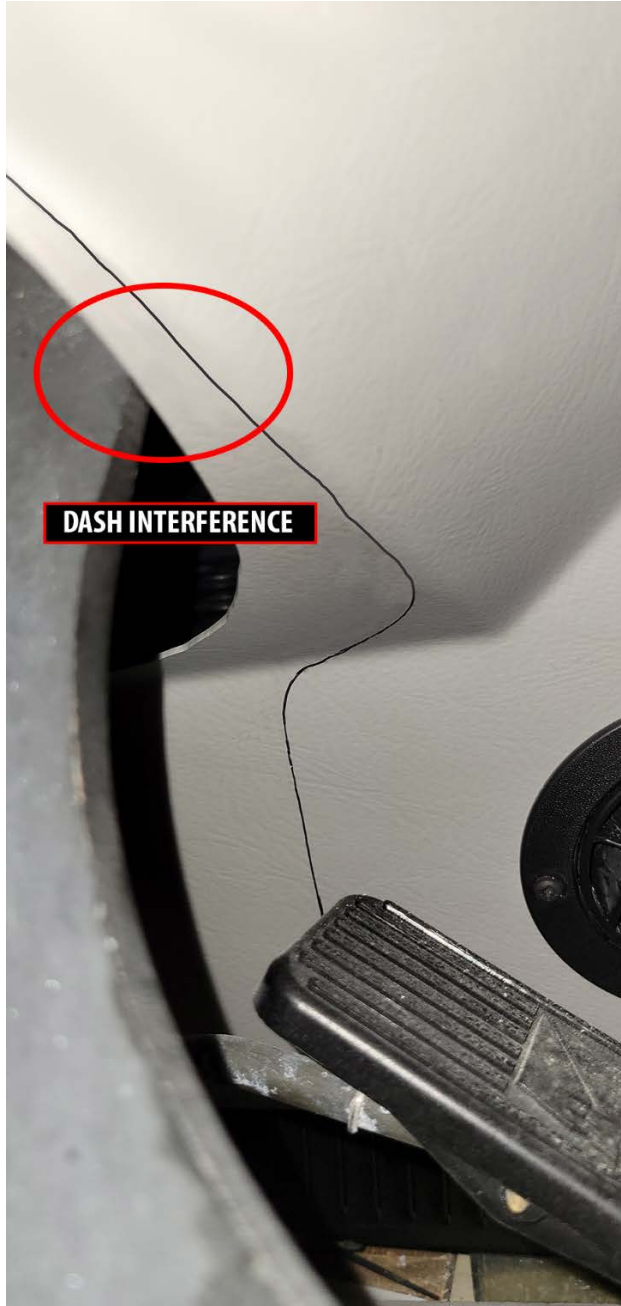
Votre sécurité et votre satisfaction à l'égard de votre produit Newmar sont importantes pour nous et nous regrettons tout inconvénient pour vous.

Cordialement,

Newmar Corporation

Work Instructions for Bulletin 590 :: Brake Pedal/Dash Clearance Issue

1. Measure and mark the dash cut, or print the attached template, and cut out the upper and lower template for a pattern to mark the dash cut.

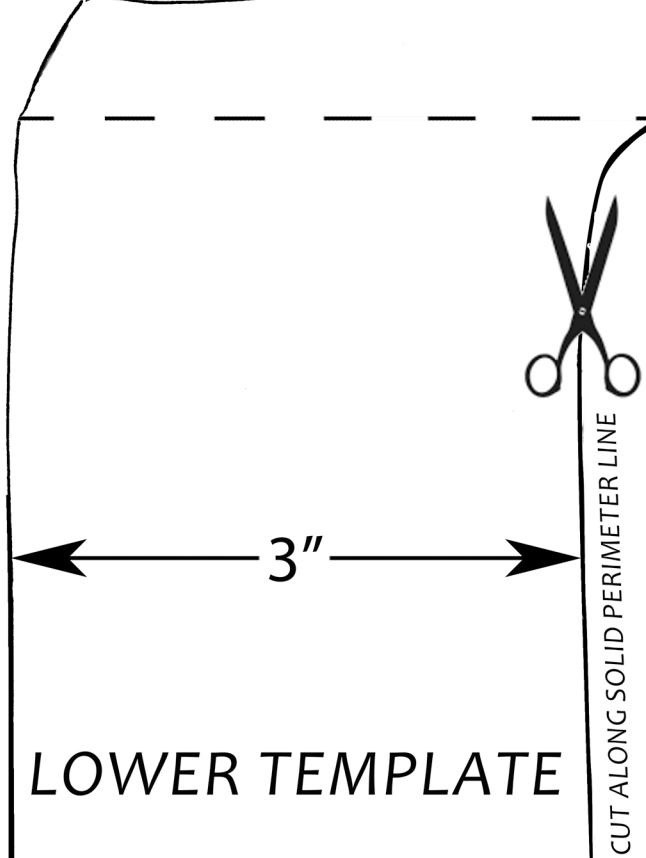
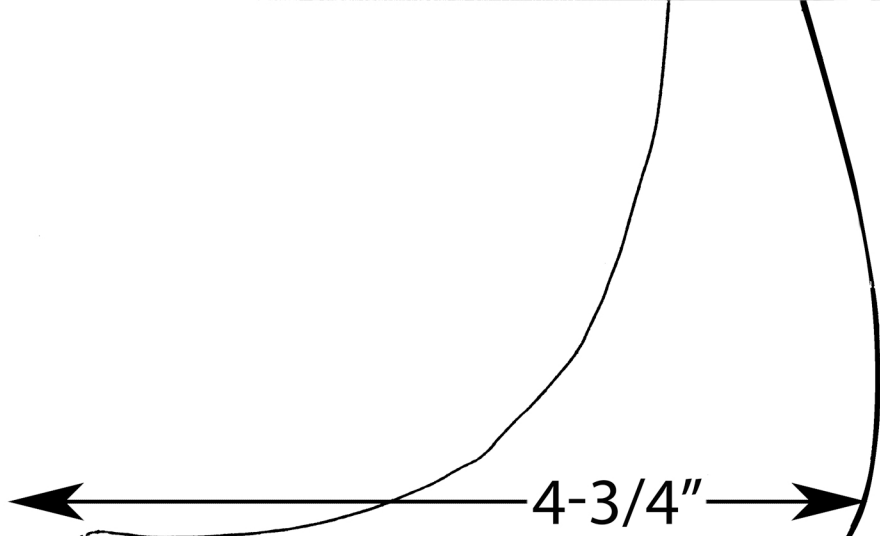


2. Using an air saw or a similar cutting device, cut slowly along the marks made in the previous step, making sure no wires are in the path of the blade. If you try to cut too fast, you may melt the plastic back together.

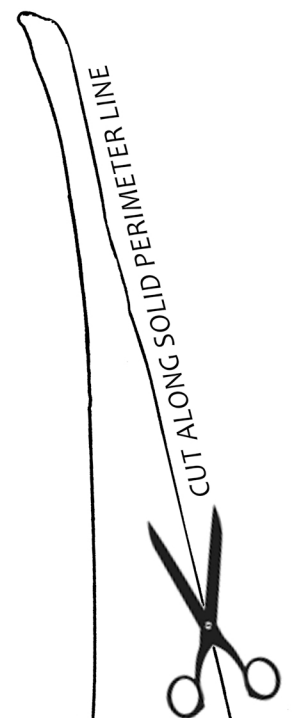
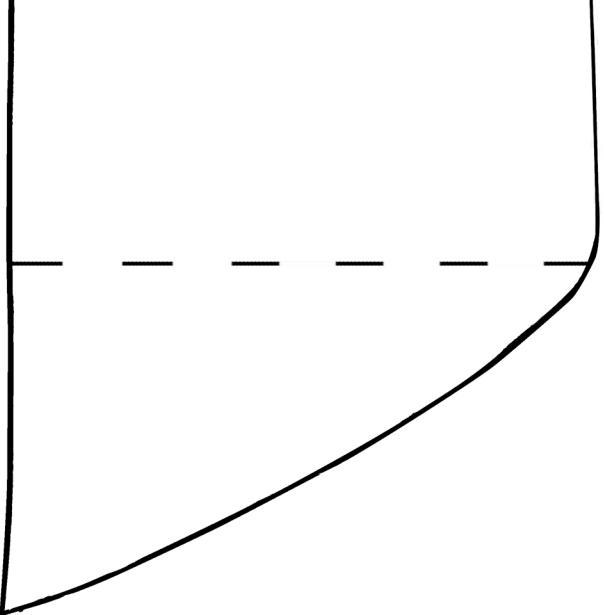
3. After cutting, use 80 grit sandpaper to de-bur the cut plastic on the dash, and discard the plastic piece that was removed.



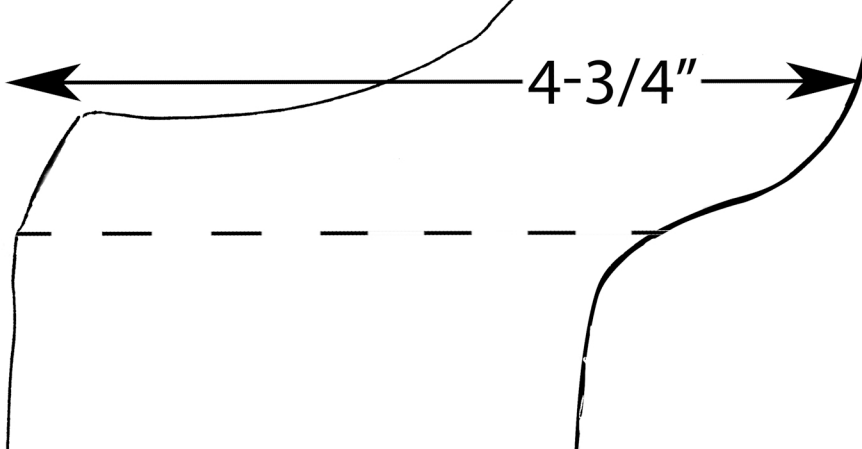
4. Add a piece of foam tape to the back side of the dash in line with the brake pedal arm. This will eliminate dash rattling if the pedal arm is still close while driving with the pedal assembly fully extended.



LOWER TEMPLATE



UPPER
TEMPLATE



Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
USA UNITS								
610574	4VZAU1D98PC091260	2023	DS	DP	4325	S	1/20/2022	2/7/2022
610584	4UZFCHFE7PCNW9001	2023	DS	DP	4071	FL	2/8/2022	2/16/2022
610594	4UZACHFE5PCNX0397	2023	DS	DP	3736	FL	2/15/2022	2/23/2022
610635	4VZAU1D12PC093211	2023	DS	DP	4328	S	6/17/2022	6/29/2022
610636	4VZAU1D10PC093210	2023	DS	DP	4369	S	6/17/2022	6/28/2022
610637	4VZAU1D19PC093092	2023	DS	DP	4081	S	7/15/2022	7/26/2022
610641	4VZAU1D1XPC093215	2023	DS	DP	4081	S	8/9/2022	8/17/2022
610649	4VZAU1D11PC093359	2023	DS	DP	4370	S	8/4/2022	8/12/2022
610652	4VZAU1D19PC093299	2023	DS	DP	4325	S	7/27/2022	8/8/2022
610657	4VZAU1D13PC093234	2023	DS	DP	4369	S	7/21/2022	8/2/2022
610683	4VZAU1D19PC093240	2023	DS	DP	4081	S	8/8/2022	8/16/2022
610690	4UZFCHFE7PCUH0416	2023	DS	DP	4369	FL	7/21/2022	8/2/2022
610702	4VZAU1D15PC093297	2023	DS	DP	4369	S	7/26/2022	8/8/2022
610710	4UZFCHFE4PCUH0423	2023	DS	DP	4081	FL	7/21/2022	8/2/2022
610717	4VZAU1D10PC093238	2023	DS	DP	4071	S	8/9/2022	8/17/2022
610733	4UZFCHFE2PCUH0422	2023	DS	DP	4081	FL	7/20/2022	7/29/2022
610756	4UZFCHFE4PCUH7663	2023	DS	DP	4369	FL	7/20/2022	7/29/2022
610760	4UZFCHFE7PCNX0388	2023	DS	DP	4370	FL	7/20/2022	7/29/2022
610773	4UZFCHFE0PCUH2167	2023	DS	DP	4369	FL	7/26/2022	8/5/2022
610805	4UZFCHFE0PCUH0421	2023	DS	DP	4081	FL	7/19/2022	7/28/2022
610807	4VZAU1D17PC093236	2023	DS	DP	4081	S	7/25/2022	8/4/2022
610813	4VZAU1D19PC093237	2023	DS	DP	4071	S	8/11/2022	8/19/2022
610815	4VZAU1D11PC093233	2023	DS	DP	4325	S	7/20/2022	7/29/2022
610816	4VZAU1D11PC093409	2023	DS	DP	4369	S	8/10/2022	8/18/2022
610820	4UZFCHFE2PCUH2168	2023	DS	DP	4369	FL	8/2/2022	8/10/2022
610832	4UZFCHFE9PCUH0417	2023	DS	DP	4325	FL	7/22/2022	8/3/2022
610840	4VZAU1D14PC093212	2023	DS	DP	4369	S	7/19/2022	7/28/2022
610847	4VZAU1D15PC093235	2023	DS	DP	4369	S	7/25/2022	8/4/2022
610862	4VZAU1D13PC093296	2023	DS	DP	4326	S	7/28/2022	8/9/2022
610874	4VZAU1D10PC093093	2023	DS	DP	4071	S	7/18/2022	7/27/2022
610877	4VZAU1D12PC093094	2023	DS	DP	4081	S	7/19/2022	7/28/2022
610891	4UZFCHFE9PCUH2166	2023	DS	DP	4369	FL	7/25/2022	8/4/2022
CANADIAN UNITS								
610804	4VZAU1D16PC093213	2023	DS	DP	4081	S	7/20/2022	7/28/2022
610812	4VZAU1D11PC093216	2023	DS	DP	4081	S	7/25/2022	8/4/2022