

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 592
December 30, 2022

TC #2022-682

RECALL SERVICE BULLETIN

AFFECTED MODELS

2023 :: Dutch Star

DESCRIPTION

The Shyft Group Inc. (Spartan Chassis) has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on a Spartan chassis (NHTSA #22V 789). In response, Newmar Corporation is issuing recall TC # 2022-682.

ISSUE

The wrong bolts may have been used to attach the front and rear suspension to the vehicle frame. As a result, the bolts could fail. If this happens, the suspension could shift suddenly and cause a change in vehicle stability.

UNITS AFFECTED

Refer to the attached population list for specific VIN numbers supplied by Spartan for the coaches that may be affected. Note: The attached list includes both U.S. and Canadian coaches.

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: 12/28/2022

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: #2022-682

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 Spartan Chassis.

Issue:

On one motorhome, the wrong bolts may have been used to attach the front and rear suspension to the vehicle frame. As a result, the bolts could fail. If this happens, the suspension could shift suddenly and cause a change in vehicle stability.

Safety Risk:

On one motorhome, the wrong bolts may have been used to attach the front and rear suspension to the vehicle frame. As a result, the bolts could fail. If this happens, the suspension could shift suddenly and cause a change in vehicle stability.

Corrective Actions:

Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized service facility to replace the bolts that attach the front and rear suspension to the vehicle frame.

This recall applies to one Newmar 2023 Dutch Star Diesel Pusher Motorhome

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

Spartan 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: 12/28/2022
Motor Vehicle Recall Notification - Recall Campaign No. 2022-682

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.

Issue:

On one motorhome, the wrong bolts may have been used to attach the front and rear suspension to the vehicle frame. As a result, the bolts could fail. If this happens, the suspension could shift suddenly and cause a change in vehicle stability.

Safety Risk:

On one motorhome, the wrong bolts may have been used to attach the front and rear suspension to the vehicle frame. As a result, the bolts could fail. If this happens, the suspension could shift suddenly and cause a change in vehicle stability.

Corrective Actions:

Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized service facility to replace the bolts that attach the front and rear suspension to the vehicle frame.

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

WHAT WE WILL DO

The authorized service facility will replace the bolts on the front and rear suspension of the vehicle with the correct bolts at no charge. The service facility will notify owner at time of contact for service an estimated time for repairs. 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 RV Chassis at 855-589-9836 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 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: 12/28/2022
Avis de rappel de véhicules automobiles - Campagne de rappel no 2022-682

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 à moteur, existe dans une autocaravane spécifique construite sur le châssis Spartan.

Question en litige :

Sur un camping-car, les mauvais boulons peuvent avoir été utilisés pour fixer la suspension avant et arrière au cadre du véhicule. En conséquence, les boulons pourraient tomber en panne. Si cela se produit, la suspension pourrait se déplacer soudainement et provoquer un changement dans la stabilité du véhicule.

Risque pour la sécurité :

Sur un camping-car, les mauvais boulons peuvent avoir été utilisés pour fixer la suspension avant et arrière au cadre du véhicule. En conséquence, les boulons pourraient tomber en panne. Si cela se produit, la suspension pourrait se déplacer soudainement et provoquer un changement dans la stabilité du véhicule.

Mesures correctives :

Newmar avisera le propriétaire par la poste et lui demandera d'apporter son camping-car à une installation de service autorisée pour remplacer les boulons qui fixent la suspension avant et arrière au cadre du véhicule.

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

CE QUE NOUS ALLONS FAIRE

L'installation de service autorisée remplacera les boulons de la suspension avant et arrière du véhicule par les boulons appropriés sans frais. L'installation de service avisera le propriétaire au moment du contact avec le service d'une durée estimée pour les réparations. Cependant, en raison des heures de planification, le fournisseur de services peut avoir besoin du véhicule plus longtemps.

CE QUE VOUS DEVEZ FAIRE

Comme ce défaut affecte la sécurité des véhicules à moteur, il est recommandé de call Spartan RV Châssis au 855-589-9836 pour localiser un centre de service qualifié près de chez vous. Si vous avez besoin d'aide supplémentaire, communiquez 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 aérez 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

Prod	VIN Number	Model	B	T	Floor	C	Date In	Date Off
USA UNITS								
610757	4VZAU1D17PC093463	2023	DS	DP	4369	S	8/26/2022	9/6/2022
610821	4VZAU1D19PC093464	2023	DS	DP	4369	S	8/29/2022	9/7/2022
610894	4VZAU1D1XPC093361	2023	DS	DP	4369	S	8/12/2022	8/22/2022
CANADIAN UNITS								
610835	4VZAU1D15PC093462	2023	DS	DP	4369	S	8/24/2022	9/1/2022