

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 594  
December 30, 2022

NHTSA #22V 890  
TC #2022-685

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2022 – 2023 :: Supreme Aire

### DESCRIPTION

Newmar Corporation has decided that a defect relating to motor vehicle safety exists in specific motorhomes built with steering wheels supplied by Steering Creations, Inc.

### ISSUE

On certain Class C Supreme Aire Motorhomes, the cap screws that attach the steering wheel may not have been properly tightened. As a result, the steering wheel could loosen or detach and cause a loss of steering control.

### UNITS AFFECTED

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

### CORRECTIVE ACTION

Follow the attached work instructions to properly secure the steering wheel to the steering wheel adapter using Loctite.

### PARTS NEEDED

Newmar is unable to ship the Loctite 243 for the recall. It is necessary to purchase a small tube at a local auto parts or hardware store. Please submit a copy of the receipt with the recall claim for reimbursement.

Item Description	Quantity	Newmar Part #
<b>Loctite 243</b>	1	N/A

FLAT RATE CODE: 22V 890

LABOR TIME: .5 hr.

### DEALER ACTION

If you need assistance, contact your Newmar Service Account Manager.

**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

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Subject: Recall Campaign No.: 22V-890

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 with steering wheels supplied by Steering Creations, Inc.*

*On certain Class C Supreme Aire Motorhomes, the cap screws that attach the steering wheel may not have been properly tightened. As a result, the steering wheel could loosen or detach and cause a loss of steering control.*

Motorhomes included in this recall include:

2022-2023 Class C Supreme Aire 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: 12/28/2022

Motor Vehicle Recall Notification - Recall Campaign No. 22V-890

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 in specific motorhomes built with steering wheels supplied by Steering Creations, Inc.*

*On certain Class C Supreme Aire Motorhomes, the cap screws that attach the steering wheel may not have been properly tightened. As a result, the steering wheel could loosen or detach and cause a loss of steering control.*

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

### **The Safety Risk**

*Separation of the steering wheel could result in the inability to steer, increasing the risk of a crash.*

### **WHAT WE WILL DO**

Newmar Corporation will be conducting this recall in its entirety. All units will have the cap screws removed and then re-install the steering wheel cap screws with Loctite applied and the screws re-torqued down to 3.5 Ft/Lbs. as directed by the steering wheel supplier, Steering Creations, Inc. All repairs will be at no cost to customer. The total estimated time for repairs will be given to the customer at the time they contact the service center for appointment.

### **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 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: 12/28/2022

Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: #2022-685

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 with steering wheels supplied by Steering Creations, Inc.

Issue:

*On one motorhome, the cap screws that attach the steering wheel may not have been properly tightened. As a result, the steering wheel could loosen or detach and cause a loss of steering control.*

Safety Risk:

*A loss of steering could increase the risk of a crash.*

Corrective Actions:

*Newmar will notify the owner by mail and instruct them to take their motorhome to a dealership to remove and reinstall the cap screws that attach the steering wheel.*

Motorhomes included in this recall include:

2022 Supreme Aire 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**

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: 12/28/2022  
Motor Vehicle Recall Notification - Recall Campaign No. 2022-685

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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 motorhomes built with steering wheels supplied by Steering Creations, Inc.

### **Issue:**

*On one motorhome, the cap screws that attach the steering wheel may not have been properly tightened. As a result, the steering wheel could loosen or detach and cause a loss of steering control.*

### **Safety Risk:**

*A loss of steering could increase the risk of a crash.*

### **Corrective Actions:**

*Newmar will notify the owner by mail and instruct them to take their motorhome to a dealership to remove and reinstall the cap screws that attach the steering wheel.*

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

## **WHAT WE WILL DO**

Newmar Corporation will be conducting this recall in its entirety. All units will have the cap screws removed and then re-install the steering wheel cap screws with Loctite applied and the screws re-torqued down to 3.5 Ft/Lbs. as directed by the steering wheel supplier, Steering Creations, Inc. All repairs will be at no cost to customer. The total estimated time for repairs will be given to the customer at the time they contact the service center for appointment.

## **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

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 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 #  
la fabrique, le modèle, l'année de modèle  
Nom  
Adresse  
Ville, Code postal de l'État

Date: 28/12/2022

Avis de rappel de véhicules automobiles - Campagne de rappel no 2022-685

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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 les autocaravanes spécifiques construites avec des volants fournis par Steering Creations, Inc.

Question en litige :

*Sur un camping-car, les vis de capuchon qui fixent le volant n'ont peut-être pas été correctement serrées. En conséquence, le volant pourrait se desserrer ou se détacher et causer une perte de maîtrise de la direction.*

Risque pour la sécurité :

*Une perte de direction pourrait augmenter le risque d'accident.*

Mesures correctives :

*Newmar avisera le propriétaire par la poste et lui demandera d'apporter son camping-car chez un concessionnaire pour enlever et réinstaller les vis de capuchon qui fixent le volant.*

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

### **CE QUE NOUS ALLONS FAIRE**

Newmar Corporation procédera à ce rappel dans son intégralité. Toutes les unités auront les vis de capuchon retirées, puis réinstaller les vis de capuchon du volant avec Loctite appliqué et les vis re-serré vers le bas à 3.5 Ft / Lbs. selon les directives du fournisseur de volant, Steering Creations, Inc. Toutes les réparations seront sans frais pour le client.

Le temps estimé pour les réparations sera donné au client au moment où il contacte le centre de service pour le rendez-vous.

### **CE QUE VOUS DEVEZ FAIRE**

Comme ce défaut affecte la sécurité des véhicules automobiles, il est recommandé d'appeler immédiatement le service de Newmar au **1-800-731-8300**. Un associé vous aidera à faire une nomination pour que cette réparation soit terminée.

**La réglementation fédérale exige que tout locataire 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, 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 et l'adresse complets de la personne ou du concessionnaire à qui vous avez vendu ou échangé votre véhicule. Je vous remercie de votre coopération.

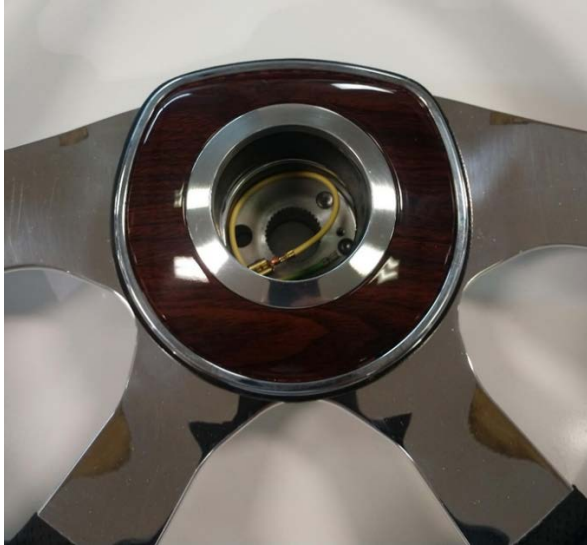
Votre sécurité et votre satisfaction à l'égard de votre produit Newmar sont importantes pour nous et nous regrettons tout inconvénient pour vous.

Cordialement,

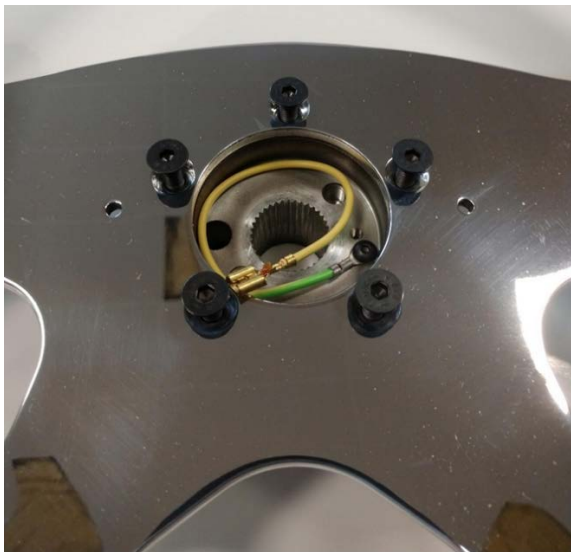
Newmar Corporation

## Securing the Steering Wheel to the Steering Wheel Hub Adapter

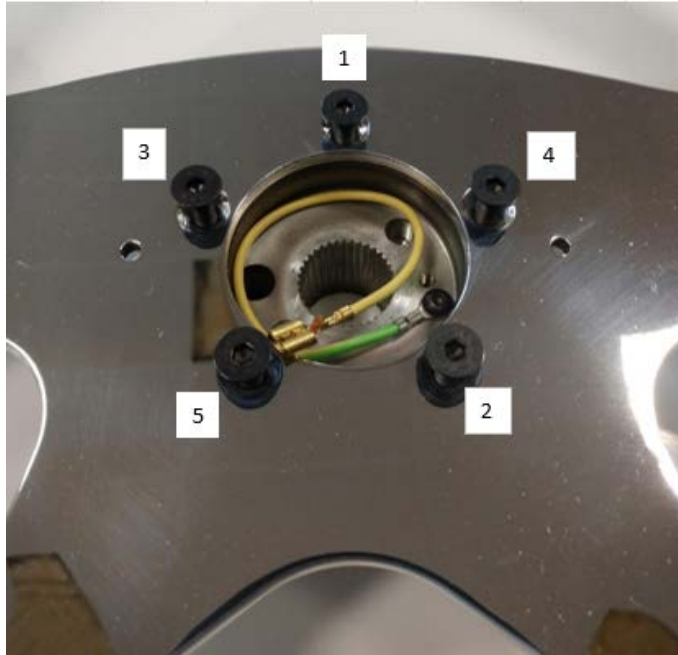
1. Remove the center horn button by pulling up on the edge of the horn pad. Unplug the horn wire and set the center button aside.
2. Remove the decorative center-burled walnut cover by removing the two screws on the underside of the steering wheel (as shown below) using a 7 mm open-end wrench.



3. Using a 4 mm Allen wrench or socket, remove the five cap screws that were exposed after the center cover was removed. Add Loctite 243 to each bolt. It is recommended to remove one at a time, and then thread each bolt by hand.



4. Make sure the horn wire(s) are not pinched under the steering wheel. Using a 4 mm hex socket and torque wrench, torque each cap screw to 3.5 ft. lb. or 42 in. lb. using the torque sequence shown in the picture below.
5. After applying Loctite and torquing the cap screws, take a picture with the steering cover off to submit along with the warranty claim.



6. Reinstall the decorative center cover using the two screws removed when taking off the cover. Tighten each screw until snug using the 7 mm open end wrench. Do not overtighten, as the screws are threaded into plastic.
7. Install the center horn button by attaching the horn wire. Before pushing it into place, make sure it is straight with the steering wheel. When the steering wheel is straight, the SCI letters should be straight as well.



\*Note: Some information in these work instructions (including the torque pattern, specifications, Loctite recommendation, and most images) was provided by SCI and enhanced by Newmar.

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
<b>USA UNITS</b>								
270126	1FVHC5DV2MHMR7836	2022	SA	CC	4573	FS	3/4/2021	3/12/2021
270131	1FVHC5DV4MHMR7837	2022	SA	CC	4590	FS	3/3/2021	3/11/2021
270136	1FVHC5DV0NHNH7705	2022	SA	CC	4575	FS	8/2/2022	8/10/2022
270137	1FVHC5DV2NHNH7706	2022	SA	CC	4590	FS	8/5/2022	8/15/2022
270138	1FVHC5DV9MHMA9425	2022	SA	CC	4573	FS	7/16/2021	7/26/2021
270142	1FVHC5DVXNHNC3564	2022	SA	CC	4573	FS	7/23/2021	8/2/2021
270144	3ALHC5DV5NDNH3987	2022	SA	CC	4061	FS	9/10/2021	9/22/2021
270148	1FVHC5DV3NHNC3566	2022	SA	CC	4573	FS	7/27/2021	8/4/2021
270161	1FVHC5DV8NHNC3563	2022	SA	CC	4051	FS	8/10/2021	8/24/2021
270168	3ALHC5DV9NDNH3989	2022	SA	CC	4575	FS	9/30/2021	10/12/2021
270169	1FVHC5DV1NHNC3565	2022	SA	CC	4573	FS	8/25/2021	9/2/2021
270173	1FVHC5DV0NHNH4040	2022	SA	CC	4051	FS	3/29/2022	4/7/2022
270174	3ALHC5DV8NDNH3997	2022	SA	CC	4573	FS	11/8/2021	11/16/2021
270175	3ALHC5DV2NDNH4014	2022	SA	CC	4590	FS	11/15/2021	11/24/2021
270176	1FVHC5DV4NHNH4056	2022	SA	CC	4051	FS	5/25/2022	6/8/2022
270177	1FVHC5DV4NHNH4042	2022	SA	CC	4573	FS	4/29/2022	5/9/2022
270178	1FVHC5DV2NHNH4041	2022	SA	CC	4575	FS	5/10/2022	5/18/2022
270181	1FVHC5DV2NHNH4055	2022	SA	CC	4061	FS	5/18/2022	5/25/2022
270183	3ALHC5DV6NDNH3996	2022	SA	CC	4573	FS	2/8/2022	2/15/2022
270185	1FVHC5DV9NHNS1437	2022	SA	CC	4590	FS	12/1/2021	12/9/2021
270186	1FVHC5DV0NHNH4054	2022	SA	CC	4573	FS	6/7/2022	6/15/2022
270187	1FVHC5DV0NHNS1438	2022	SA	CC	4590	FS	7/18/2022	7/26/2022
270188	1FVHC5DV6NHNH4057	2022	SA	CC	4590	FS	7/20/2022	7/29/2022
270189	3ALHC5DV3NDNH4006	2023	SA	CC	4530	FS	2/21/2022	3/3/2022
270190	1FVHC5DV0NHNH4023	2023	SA	CC	4065	FS	3/2/2022	3/10/2022
270192	1FVHC5DV9NHNH4053	2022	SA	CC	4575	FS	6/2/2022	6/14/2022
270193	1FVHC5DV3NHNH7715	2022	SA	CC	4051	FS	7/25/2022	8/5/2022
270201	1FVHC5DV8PHNL7731	2023	SA	CC	4530	FS	8/29/2022	9/7/2022
270205	1FVHC5DV5NHNH7716	2023	SA	CC	4051	FS	8/22/2022	8/30/2022
270206	1FVHC5DV4NHNH7707	2022	SA	CC	4590	FS	8/18/2022	8/26/2022
<b>CANADIAN UNITS</b>								
270179	1FVHC5DV1NHNH4032	2022	SA	CC	4573	FS	5/20/2022	6/1/2022