

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 598
April 19, 2023

TC #2023-162

RECALL SERVICE BULLETIN

AFFECTED MODELS

2021 :: Bay Star Sport
2021 – 2022 :: Bay Star

DESCRIPTION

Ford has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on a Ford chassis (22S62). In response, Newmar Corporation is issuing recall TC # 2023-162.

ISSUE

On certain motorhomes, the nuts that attach the rear stabilizer bar bracket(s) could loosen, and the attachment bolts and bracket could break. If this happens, the bolts and bracket could detach and separate from the vehicle. Parts that detach from the motorhome could create a hazard for other road users and increase the risk of a crash.

UNITS AFFECTED

Refer to the attached population list for specific VIN numbers supplied by Ford for the coaches that may be affected. The attached population list contains both USA and Canadian coaches.

CORRECTIVE ACTION

Repairs will be performed by Ford-authorized service facilities. Ford will provide work instructions and any necessary parts to complete the recall procedure.

CUSTOMER ACTION

Contact Ford Customer Service at 1-866-436-7332 to locate a Qualified Service Center near you. If you need further assistance, contact Newmar customer service at 1-800-731-8300. A brand specialist will assist you in scheduling an appointment to have this repair completed.

DEALER ACTION

Contact Ford. If you need assistance connecting with Ford, contact your Newmar Service Account Manager.

NOTE

Newmar will not be authorizing this repair. Ford 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: April 14, 2023

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: Recall Campaign No.: 2023-162

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 Ford Chassis. This recall is the result of information provided to us by Ford Motor Company 22S62.

Issue:

On certain motorhomes, the nuts that attach the rear stabilizer bar bracket(s) could loosen and the attachment bolts and bracket could break. If this happens, the bolts and bracket could detach and separate from the vehicle.

Safety Risk:

Parts that detach from the motorhome could create a hazard for other road users and increase the risk of a crash.

Corrective Actions:

Newmar will notify owners by mail and instruct you to take your motorhome to a Ford dealership to inspect, and replace or repair the rear stabilizer attachment bolts and brackets as necessary.

The vehicle models involved in this recall are:

2021 Bay Star Sport Class A motorhomes.

2021-2022 Bay 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

Ford Motor Company 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: April 14, 2023
Motor Vehicle Recall Notification - Recall Campaign No. 2023-162

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 on Ford Chassis. This recall is the result of information provided to us by Ford Motor Company 22S62.

Issue:

On certain motorhomes, the nuts that attach the rear stabilizer bar bracket(s) could loosen and the attachment bolts and bracket could break. If this happens, the bolts and bracket could detach and separate from the vehicle.

Safety Risk:

Parts that detach from the motorhome could create a hazard for other road users and increase the risk of a crash.

Corrective Actions:

Newmar will notify owners by mail and instruct you to take your motorhome to a Ford dealership to inspect, and replace or repair the rear stabilizer attachment bolts and brackets as necessary.

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

WHAT WE WILL DO

Ford Motor Company dealership will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. An authorized Ford Motor Company dealer will replace the rear stabilizer attachment bracket and bolts. This repair is expected to take less than half a day. However, due to some service scheduling times, the service center may need your vehicle for a longer period.

WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you call Ford Customer Service at 1-866-436-7332 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, 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 : 1er avril 4, 2023
Avis de rappel de véhicules automobiles - Campagne de rappel no 2023 – 162

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 d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

RAISON DE CE RAPPEL

Newmar Corporation a décidé qu'un défaut, qui se rapporte à la sécurité des véhicules à moteur, existe dans des camping-cars spécifiques construits sur le châssis Ford. Ce rappel est le résultat des renseignements qui nous ont été fournis par Ford Motor Company 22S62.

Question en litige :

Sur certains camping-cars, les écrous qui fixent le ou les supports de barre de stabilisateur arrière pourraient se desserrer et les boulons de fixation et le support pourraient se briser. Si cela se produit, les boulons et le support pourraient se détacher et se détacher du véhicule.

Risque pour la sécurité :

Les pièces qui se détachent du camping-car pourraient créer un danger pour les autres usagers de la route et 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 Ford pour inspecter, remplacer ou réparer les boulons et les supports de fixation du stabilisateur arrière au besoin.

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

CE QUE NOUS ALLONS FAIRE

Ford Motor Company concessionnaire 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. Un concessionnaire autorisé de Ford Motor Company remplacera le support de fixation et les boulons du stabilisateur arrière. Cette réparation devrait prendre moins d'une demi-journée. Cependant, en raison de certains temps de planification des services, le centre de service peut avoir besoin de votre véhicule pendant une période plus longue.

CE QUE VOUS DEVEZ FAIRE

Comme ce défaut affecte la sécurité des véhicules automobiles, il est recommandé d'appeler le service à la clientèle de Ford au 1-866-436-7332 pour trouver 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, 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

Installation de service de châssis autorisée, sont les mieux équipés pour obtenir des pièces et de fournir un service pour s'assurer que votre véhicule est corrigé uns rapidement que possible. Toutefois, si vous aérez votre véhicule à votre installation d'entretien de châssis autorisée 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	Year	Brand	Type	Floor	Chassis	Date in	Date out
USA UNITS								
115312	1F66F5DNXM0A09521	2022	BT	CA	2813	F	9/23/2021	9/30/2021
115635	1F66F5DN1M0A09522	2022	BT	CA	3022	F	10/13/2021	10/22/2021
115640	1F66F5DN1M0A11318	2022	BT	CA	3315	F	12/14/2021	1/10/2022
115650	1F66F5DN2M0A09528	2022	BT	CA	3022	F	4/13/2022	4/25/2022
115656	1F66F5DN2M0A09531	2023	BT	CA	2720	F	2/22/2022	3/4/2022
140796	1F66F5DN1M0A00819	2022	BS	CA	3811	F	8/30/2021	9/8/2021
Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date in	Date out
CANADIAN UNITS								
114982	1F66F5DNXL0A07086	2021	BT	CA	3315	F	9/3/2020	9/14/2020
114983	1F66F5DN3L0A07091	2021	BT	CA	3014	F	9/8/2020	9/16/2020
114984	1F66F5DN7L0A07059	2021	BT	CA	2905	F	8/25/2020	9/2/2020
114990	1F66F5DN8L0A04638	2021	BT	CA	3014	F	7/15/2020	7/23/2020
115012	1F66F5DN7L0A09412	2021	BT	CA	3226	F	9/14/2020	9/22/2020
115094	1F66F5DN4L0A10971	2021	BT	CA	3014	F	9/22/2020	10/1/2020
140161	1F66F5DN1L0A07056	2021	BS	CA	3014	F	9/8/2020	9/16/2020
140201	1F66F5DN7L0A04632	2021	BS	CA	3408	F	9/16/2020	9/24/2020
140202	1F66F5DN3L0A09407	2021	BS	CA	3626	F	8/27/2020	9/4/2020
140579	1F66F5DNXL0A13406	2021	BS	CA	3226	F	2/11/2021	2/22/2021
140728	1F66F5DN3M0A00627	2022	BS	CA	3626	F	7/26/2021	8/2/2021
140729	1F66F5DN6L0A18781	2022	BS	CA	3626	F	6/14/2021	6/22/2021
140927	1F66F5DN1M0A06300	2022	BS	CA	3226	F	8/6/2021	8/18/2021
141337	1F66F5DN5M0A08731	2022	BS	CA	3408	F	10/28/2021	11/9/2021