

# Newmar Corporation

PO Box 30  
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 610  
May 31, 2024

NHTSA #24V 301  
TC #2024-252

## RECALL SERVICE BULLETIN

### AFFECTED MODELS

2022 :: Bay Star

### DESCRIPTION

Suburban has decided that a defect relating to motor vehicle safety exists in specific cooktop ranges. NHTSA# 24E-028. In response, Newmar Corporation is issuing recall NHTSA# 24V 301, TC # 2024-252.

### ISSUE

A circuit board that overheats increases the risk of a fire.

### UNITS AFFECTED

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

### CORRECTIVE ACTION

Follow the attached work instructions from Suburban to replace the control panel.

### PARTS NEEDED

Item Description	Quantity	Newmar Part #
<b>Control panel kit</b>	1 ea.	160883G

FLAT RATE CODE: 24V 301

LABOR TIME: .3 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

## IMPORTANT SAFETY RECALL NOTICE

**Date: May 24, 2024**

**Subject: Recall Campaign NHSTA #24V-301: Suburban Cooktop Range LED backlight Circuit Board Failure May Cause Fire**

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Newmar Campaign No.: 610 RSB

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 non-compliance, which relates to motor vehicle safety, exists in specific Newmar recreational vehicles.

### **REASON FOR THIS RECALL**

Newmar Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 Bay Star Class A Motorhomes, equipped with a Suburban cooktop range. The LED backlight circuit board in the cooktop range may fail, causing the board to overheat.

A circuit board that overheats increases the risk of a fire.

Motorhomes included in this recall include:

2022 Bay Star Class A Motorhomes

### **OWNER NOTIFICATION**

Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized service facility to have the control panel replaced. This repair is expected to take approximately .3 hour for control panel replacement.

### **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.***

**PLEASE NOTE:** Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty. Correct all vehicles in your new vehicle inventory before delivery.

## **REPAIR PROCEDURE**

The control panel in the Suburban cooktop range will be replaced with a new control panel. This repair is expected to take approximately .3 hour for control panel replacement.

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. 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 and have been instructed to contact Newmar and/or the National Highway Traffic Safety Administration if the condition is not remedied within a reasonable time.

**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: May 24, 2024

Motor Vehicle Recall Notification – NHSTA Recall Campaign No. 24V-301, Newmar Campaign No. 610 RSB

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 certain 2022 Bay Star Class A Motorhomes, equipped with a Suburban cooktop range. The LED backlight circuit board in the cooktop range may fail, causing the board to overheat.

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

### **The Safety Risk**

A circuit board that overheats increases the risk of a fire.

### **WHAT WE WILL DO**

Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized service facility to have the control panel replaced. This repair is expected to take approximately .3 hour for control panel replacement. However, due to some service scheduling times, the service center may need your vehicle for a longer period. All repairs will be done free of charge to the customer.

### **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

## IMPORTANT SAFETY RECALL NOTICE

**Date: May 24, 2024**

**Subject: Transport Canada Recall Campaign No. 2024-252, Newmar Campaign No. 610 RSB**

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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 non-compliance, which relates to motor vehicle safety, exists in specific Newmar recreational vehicles.

### **REASON FOR THIS RECALL**

Issue:

*On one motorhome, the circuit board for the LED light rings on the cooktop knobs could fail. As a result, the wiring and/or LED lights could overheat and melt.*

*Note: This recall only affects motorhomes equipped with certain Suburban cooktops.*

Safety Risk:

*Wiring and/or lights that overheat and melt can create the risk of a fire.*

Corrective Actions:

*Newmar will notify the owner by mail and advise them to take their motorhome to a dealership to disable or remove the LED light rings and replace with new control panel.*

The vehicle models involved in this recall are:

2022 Bay Star Class A motorhome.

### **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.***

**PLEASE NOTE:** Dealers are required to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty. Correct all vehicles in your new vehicle inventory before delivery.

### **REPAIR PROCEDURE**

The LED light rings will be removed, and a new control panel installed. This repair is expected to take approximately .3 hour for control panel replacement.

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. 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 and have been instructed to contact Newmar and/or Transport Canada if the condition is not remedied within a reasonable time.

**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

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NEWMARCORP.COM

## IMPORTANT SAFETY RECALL

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

Date: May 24, 2024

Motor Vehicle Recall Notification -Transport Canada Recall Campaign No. 2024-252 Newmar Campaign No.610 RSB

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*.

This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance 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 certain 2022 Bay Star Class A Motorhomes, equipped with a Suburban cooktop range. The LED backlight circuit board in the cooktop range may fail, causing the board to overheat.

Issue:

*On one motorhome, the circuit board for the LED light rings on the cooktop knobs could fail. As a result, the wiring and/or LED lights could overheat and melt.*

*Note: This recall only affects motorhomes equipped with certain Suburban cooktops.*

Safety Risk:

*Wiring and/or lights that overheat and melt can create the risk of a fire.*

Corrective Actions:

*Newmar will notify the owner by mail and advise them to take their motorhome to a dealership to disable or remove the LED light rings and replace with new control panel.*

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

### **WHAT WE WILL DO**

Newmar will notify the owner by mail and instruct them to take their motorhome to an authorized service facility to have the control panel replaced. This repair is expected to take approximately .3 hour for control panel replacement. However, due to some service scheduling times, the service center may need your vehicle for a longer period. All repairs will be done free of charge to the customer.

**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.**

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.

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

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





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## RAPPEL D'INNOCUITÉ IMPORTANT

NIV#

la fabrique, le modèle, l'année de modèle

Nom

Adresse

Ville, code postal de l'État

Date : 24 mai 2024

Avis de rappel de véhicules automobiles - Campagne de rappel de Transports Canada no 2024-252 Campagne Newmar no 610 RSB

Cher client apprécié :

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'être non conforme aux exigences du *Règlement sur la sécurité des véhicules automobiles* et que la non-conformité pourrait porter atteinte à la sécurité humaine.

### RAISON DE CE RAPPEL

Newmar Corporation a décidé qu'un défaut, lié à la sécurité des véhicules automobiles, existe dans certains camping-cars Bay Star Classe A 2022, équipés d'une gamme de plaques de cuisson Suburban. La carte de circuit imprimé de rétroéclairage à DEL de la gamme de table de cuisson peut tomber en panne, ce qui provoque une surchauffe de la carte.

Question en litige :

*Sur un camping-car, la carte de circuit imprimé pour les anneaux de lumière LED sur les boutons de la table de cuisson pourrait tomber en panne. Par conséquent, le câblage et/ou les lumières LED pourraient surchauffer et fondre.*

*Remarque : Ce rappel ne touche que les camping-cars équipés de certaines tables de cuisson Suburban.*

Risque pour la sécurité :

*Le câblage et/ou les lumières qui surchauffent et fondent peuvent créer le risque d'incendie.*

Mesures correctives :

*Newmar avisera le propriétaire par la poste et lui conseillera d'apporter son camping-car chez un concessionnaire pour désactiver ou retirer les anneaux de lumière à DEL et les remplacer par un nouveau panneau de commande.*

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

### CE QUE NOUS ALLONS FAIRE

Newmar avisera le propriétaire par la poste et lui demandera d'apporter son camping-car à une installation de service autorisée pour faire remplacer le panneau de commande. Cette réparation devrait prendre environ .3 heure pour le remplacement du panneau de commande. Cependant, en raison de certains temps de planification de service, le centre de service peut avoir besoin de votre véhicule pour une période plus longue. Toutes les réparations seront effectuées gratuitement pour le client.

### **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 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.**

Les concessionnaires Newmar sont les mieux équipés pour obtenir des pièces et fournir un service afin de s'assurer que votre véhicule est corrigé le plus rapidement possible. TOUTEFOIS, si vous apprenez votre véhicule chez votre concessionnaire 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 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 N Delaware St  
Nappanee, IN 46550-0030

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

## 206329 Gas Range and Slide-in Control Panel Replacement Instructions

### WARNING

This appliance is not intended for use by young children or infirm persons unless they have been adequately supervised by a responsible person to ensure they can use the appliance safely.

To prevent electrical shock and/or equipment damage, disconnect electrical power to the system at the main fuse or circuit breaker until installation is complete.

### CAUTION

This control panel installation should be installed by trained technicians only. Adhere to all local and national codes and ordinances. Take care when securing and routing wires so they do not short. Personal injury and/or property damage may occur.

1. Disconnect 12VDC power to the appliance before beginning work.

2. Open the glass cover (if equipped).



3. Remove the main top by pulling up the front and lifting free. Set aside.

4. Remove (4) screws securing the glass cover to cabinetry or burner box to cabinetry.



5. Remove the (2) screws under the door (ranges only) securing the front frame to the cabinetry.



6. Pull the appliance forward of the cabinetry approximately 3 inches.



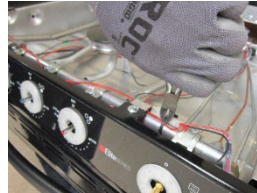
7. Remove the (2) screws securing the left and right plastic end caps.



8. Pull the knobs free from the range and set aside.



9. Cut the black zip ties securing the red and black LED wiring to the manifold pipe.



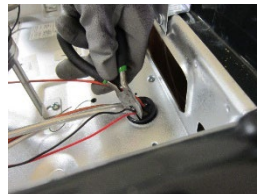
10. Disconnect the red and black LED wiring from the coach wiring. Appropriately cap the coach wiring and place behind appliance.



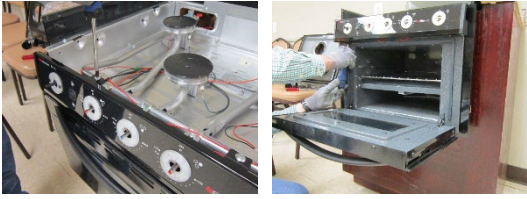
11. Disconnect the oven lamp connector (if equipped).



12. Cut the red and black oven lamp wires (if equipped) near where they pass through the burner box. Push wires through black grommet as they are no longer needed. Discard excess wiring and connector.



13.Remove remaining screws securing the control panel to the range.

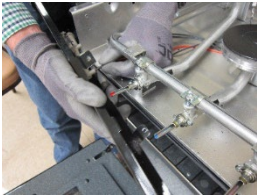


14.Disconnect the burner ignition wiring from the piezo actuator or spark actuator (if equipped).



15.Remove the control panel from the range and discard.

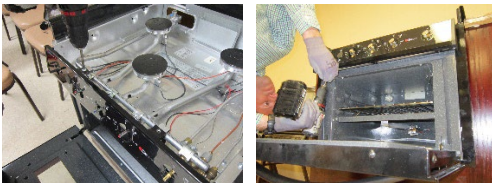
16.Obtain new control panel and reconnect burner ignition wiring (if equipped).



17.Place control panel over manifold and secure plastic end caps with (2) screws.



18.Secure control panel to manifold and burner box with previously removed screws (4 minimum).



19.Push the appliance back into the cabinetry and reinstall previously removed screws securing it to cabinetry.



20.Reinstall knobs by fully pushing onto valve stem.

21.Reinstall main top by engaging rear clips and pushing firmly downward on front of maintop.



22.Close the glass cover (if equipped).

23.Reconnect 12VDC power if needed for additional devices.

24.Verify correct function of appliance. This completes the rework steps.

## Service

For any questions, please reach out to the Suburban service department using the contact information below.

Suburban, An Airxcel Brand

Service Department

676 Broadway Street

Dayton, TN 37321

(574) 247-9235 Option 5



Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
USA UNITS								
140795	1F66F5DN8M0A18234	2022	BS	CA	3226	F	1/25/2022	2/9/2022
140813	1F66F5DN3N0A02430	2022	BS	CA	3226	F	5/2/2022	5/11/2022
140814	1F66F5DN8N0A04044	2022	BS	CA	3609	F	5/17/2022	5/24/2022
140959	1F66F5DN1N0A01390	2022	BS	CA	3014	F	4/22/2022	4/29/2022
140964	1F66F5DNXM0A17179	2022	BS	CA	3609	F	1/4/2022	1/13/2022
140965	1F66F5DN2N0A04220	2022	BS	CA	3014	F	5/4/2022	5/13/2022
141217	1F66F5DN7N0A07212	2022	BS	CA	3014	F	6/2/2022	6/14/2022
141383	1F66F5DN8M0A15527	2022	BS	CA	3408	F	1/7/2022	1/19/2022
141390	1F66F5DN3M0A18447	2022	BS	CA	3124	F	1/13/2022	1/24/2022
141402	1F66F5DN4M0A16304	2022	BS	CA	3014	F	12/9/2021	1/3/2022
141411	1F66F5DN6N0A01384	2022	BS	CA	3014	F	3/24/2022	4/5/2022
141412	1F66F5DN9N0A00682	2022	BS	CA	3014	F	3/23/2022	4/5/2022
141418	1F66F5DN4M0A18229	2022	BS	CA	3014	F	1/24/2022	2/8/2022
141437	1F66F5DN1N0A04046	2022	BS	CA	3626	F	3/29/2022	4/7/2022
141443	1F66F5DN9N0A04036	2022	BS	CA	3014	F	5/24/2022	6/7/2022
141468	1F66F5DN2N0A04198	2022	BS	CA	3014	F	5/24/2022	6/3/2022
141470	1F66F5DN6N0A08500	2022	BS	CA	3124	F	6/22/2022	7/13/2022
CANADIAN UNITS								
141328	1F66F5DN2M0A18231	2022	BS	CA	3014	F	1/10/2022	1/19/2022