

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

RSB 615

October 29, 2024

TC #2024-619

RECALL SERVICE BULLETIN

AFFECTED MODELS

2024 – 2025 :: Bay Star

DESCRIPTION

Ford has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on a Ford chassis (NHTSA #24V 275). In response, Newmar Corporation is issuing Canadian recall TC # 2024-619.

ISSUE

On a small number of motorhomes, a software problem could cause the transmission control positions and gear selection not to display properly in the instrument panel cluster. A transmission gear position indicator that doesn't display properly could 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 also provide work instructions and the 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.

IMPORTANT SAFETY RECALL NOTICE

Date: October 23, 2024

Re: Newmar Corporation – Motor Vehicle Recall Notification

Subject: TC Recall Campaign No.: 2024-619, Newmar Campaign No. 615 RSB

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.

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 non-compliance, which relates to motor vehicle safety, exists in specific motorhomes built on Ford Motor Company F53/F59 Chassis. This recall is the result of information provided to Newmar by Ford Motor Company, NHSTA recall #24V-275, Manufacture Recall No. 24C32.

Issue:

On a small number of motorhomes, a software problem could cause the transmission control positions and gear selection not to display properly in the instrument panel cluster.

Safety Risk:

A transmission gear position indicator that doesn't display properly could increase the risk of a crash.

Corrective Actions:

Newmar will notify owners by mail and advise you to take your motorhome to a Ford dealership to update the instrument panel cluster software. This will be done at no charge to the customer.

The vehicle models involved in this recall are:

2024-2025 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

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date On	Date Off
USA Units								
142012	1F66F5DN7R0A01139	2024	BS	CA		3014 F	4/11/2024	4/24/2024
142017	1F66F5DN3R0A01140	2024	BS	CA		3014 F	4/10/2024	4/23/2024
142035	1F66F5DN1R0A01329	2025	BS	CA		3016 F	4/29/2024	5/8/2024
142037	1F66F5DN8R0A01330	2025	BS	CA		3016 F	5/8/2024	5/21/2024
142041	1F66F5DN1R0A01332	2025	BS	CA		3016 F	5/15/2024	5/29/2024
142042	1F66F5DN5R0A01334	2025	BS	CA		3629 F	6/26/2024	7/16/2024
142043	1F66F5DN9R0A02079	2025	BS	CA		3629 F	7/31/2024	8/14/2024
142044	1F66F5DN6R0A02086	2025	BS	CA		3629 F	8/12/2024	8/21/2024
142045	1F66F5DNXR0A01958	2025	BS	CA		3629 F	9/3/2024	9/12/2024
142050	1F66F5DN5R0A01141	2025	BS	CA		3016 F	5/30/2024	6/17/2024
142054	1F66F5DN1R0A01959	2025	BS	CA		3626 F	7/29/2024	8/9/2024
142055	1F66F5DN9R0A02082	2025	BS	CA		3626 F	8/1/2024	8/15/2024
142056	1F66F5DN0R0A01953	2025	BS	CA		3626 F	7/25/2024	8/8/2024
142057	1F66F5DN6R0A01956	2025	BS	CA		3626 F	7/22/2024	8/1/2024
142058	1F66F5DN7R0A01545	2025	BS	CA		3014 F	5/31/2024	6/19/2024
142059	1F66F5DN3R0A01428	2025	BS	CA		3016 F	5/28/2024	6/12/2024
142060	1F66F5DN5R0A01429	2025	BS	CA		3014 F	5/29/2024	6/13/2024
142062	1F66F5DN1R0A01430	2025	BS	CA		3014 F	5/31/2024	6/18/2024
142063	1F66F5DN3R0A01669	2025	BS	CA		3225 F	6/19/2024	7/9/2024
142065	1F66F5DN1R0A01668	2025	BS	CA		3014 F	6/24/2024	7/11/2024
142066	1F66F5DN7R0A01335	2025	BS	CA		3626 F	6/27/2024	7/16/2024
142067	1F66F5DNXR0A01796	2025	BS	CA		3225 F	6/25/2024	7/12/2024
142069	1F66F5DN9R0A01546	2025	BS	CA		3014 F	6/17/2024	6/26/2024
142070	1F66F5DN3R0A01333	2025	BS	CA		3626 F	6/26/2024	7/15/2024
142071	1F66F5DN3R0A02076	2025	BS	CA		3014 F	7/16/2024	7/29/2024
142074	1F66F5DN4R0A01549	2025	BS	CA		3629 F	7/9/2024	7/18/2024
142077	1F66F5DNXR0A01667	2025	BS	CA		3225 F	6/19/2024	7/9/2024
142078	1F66F5DN0R0A01547	2025	BS	CA		3014 F	6/18/2024	6/27/2024
142080	1F66F5DN4R0A02247	2025	BS	CA		3826 F	8/13/2024	8/22/2024
142082	1F66F5DN5R0A01947	2025	BS	CA		3014 F	7/10/2024	7/22/2024
142083	1F66F5DN1R0A01671	2025	BS	CA		3626 F	7/12/2024	7/24/2024
142084	1F66F5DN5R0A01950	2025	BS	CA		3016 F	7/15/2024	7/25/2024
142085	1F66F5DN7R0A01951	2025	BS	CA		3014 F	7/22/2024	7/31/2024
142086	1F66F5DN9R0A01949	2025	BS	CA		3225 F	7/24/2024	8/7/2024
142087	1F66F5DNXR0A01670	2025	BS	CA		3626 F	7/11/2024	7/23/2024
142088	1F66F5DN7R0A01948	2025	BS	CA		3016 F	7/15/2024	7/24/2024
142091	1F66F5DN2R0A02084	2025	BS	CA		3826 F	7/31/2024	8/13/2024
142092	1F66F5DN8R0A01957	2025	BS	CA		3626 F	7/23/2024	8/1/2024
142093	1F66F5DN6R0A02072	2025	BS	CA		3014 F	7/25/2024	8/7/2024
142094	1F66F5DN0R0A02083	2025	BS	CA		3629 F	7/30/2024	8/9/2024
142095	1F66F5DNXR0A01961	2025	BS	CA		3626 F	7/23/2024	8/6/2024
142096	1F66F5DN9R0A01952	2025	BS	CA		3014 F	7/24/2024	8/6/2024

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date On	Date Off
142097	1F66F5DN4R0A01955	2025	BS	CA	3629	F	7/25/2024	8/8/2024
142098	1F66F5DN7R0A02081	2025	BS	CA	3626	F	8/1/2024	8/15/2024
142099	1F66F5DNXR0A02348	2025	BS	CA	3626	F	8/26/2024	9/5/2024
142101	1F66F5DN5R0A02077	2025	BS	CA	3014	F	8/6/2024	8/19/2024
142102	1F66F5DN5R0A02080	2025	BS	CA	3629	F	8/1/2024	8/14/2024
142106	1F66F5DN8R0A02073	2025	BS	CA	3014	F	8/5/2024	8/16/2024
142107	1F66F5DN8R0A02249	2025	BS	CA	3629	F	8/13/2024	8/26/2024
142108	1F66F5DN4R0A02085	2025	BS	CA	3423	F	7/31/2024	8/14/2024
142109	1F66F5DN8R0A01960	2025	BS	CA	3626	F	8/8/2024	8/20/2024
142110	1F66F5DN8R0A02350	2025	BS	CA	3423	F	8/15/2024	8/27/2024
142112	1F66F5DN2R0A02246	2025	BS	CA	3626	F	8/21/2024	9/3/2024
Candaian Units								
141917	1F66F5DNXR0A01331	2024	BS	CA	3225	F	4/9/2024	4/22/2024
142089	1F66F5DN3R0A01672	2025	BS	CA	3629	F	7/16/2024	7/29/2024
142090	1F66F5DN2R0A01548	2025	BS	CA	3423	F	7/17/2024	7/30/2024
142111	1F66F5DN6R0A02248	2025	BS	CA	3626	F	8/15/2024	8/28/2024