

Date: October xx, 2008

Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 08V-443

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

If the condition is not properly repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these troublesome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the enclosed copy of the letter which is being sent to owners, the owners are being instructed to contact Newmar Corporation if you do not remedy the condition within five days of the mutually agreed upon service date. 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. Following engineering analysis of a field report, Newmar has determined that a potential fire hazard exists in model year 2008 and 2009 Ventana Diesel Pusher motorhomes manufactured between June 2007 and August 2008.

The location of the polyethylene moisture barrier on the underside of the main floor above the engine compartment, in relation to the unshielded primary engine exhaust, may present a latent fire hazard. After some period of use and due to the unshielded proximity of the primary engine exhaust system, thermal breakdown of the polyethylene moisture barrier may occur and may result in fire.

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**

Please reference TSB 355, dated October 1, 2008.

#### **PARTS INFORMATION**

<u>QTY</u>	<u>PART #</u>	<u>DESCRIPTION</u>
1	112234	Heat Shield

#### **REIMBURSEMENT**

<u>FLATE RATE CODE</u>	<u>DESCRIPTION</u>	<u>TIME ALLOWED</u>
08V-443	Heat Shield Installation	0.8 hours

Thank you for your cooperation.

Sincerely,

Newmar Corporation

Enclosure

Date: October xx, 2008

Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Newmar Serial No.: xxx  
Chassis Serial No.: xxx  
Recall Campaign No.: 08V-443

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 specific motorhomes. Following engineering analysis of a field report, Newmar has determined that a potential fire hazard exists in model year 2008 and 2009 Ventana Diesel Pusher motorhomes manufactured between June 2007 and August 2008.

The location of the polyethylene moisture barrier on the underside of the main floor above the engine compartment, in relation to the unshielded primary engine exhaust, may present a latent fire hazard. After some period of use and due to the unshielded proximity of the primary engine exhaust system, thermal breakdown of the polyethylene moisture barrier may occur and may result in fire.

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

### **WHAT WE WILL DO**

Newmar Corporation will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. This remedy consists of an approved exhaust system heat shield; and, repair to the polyethylene moisture barrier within proximity to the exhaust system and showing signs of thermal damage.

## WHAT YOU NEED TO DO

As this defect does affect motor vehicle safety, it is recommended that you contact the Newmar service department immediately at **(800) 731-8300**. An associate will assist you in making an appointment to have this repair done by an authorized Newmar Dealer or Service Center.

**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 the dealer on the scheduled date and the dealer does not remedy this condition on that date or within five days; please contact the Newmar Corporation Consumer Affairs Department at (800) 731-8300. You may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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.

Sincerely,

Newmar Corporation

Enclosure

**RECALL CAMPAIGN NO.: 08V-443**

VIN NUMBER: \_\_\_\_\_

DATE YOU RECEIVED THIS NOTICE: \_\_\_\_\_

DATE SET FOR REPAIR OF YOUR MOTORHOME: \_\_\_\_\_

DATE REPAIR COMPLETED: \_\_\_\_\_

NAME OF SERVICE CENTER REPAIR  
WAS COMPLETED AT: \_\_\_\_\_

SERVICE CENTER ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

PLEASE MAIL A COPY OF THIS FORM TO NEWMAR CORPORATION UPON  
COMPLETION OF THIS REPAIR.

NEWMAR CORPORATION  
355 N DELAWARE ST  
P.O. BOX 30  
NAPPANEE, IN 46550-0030

# NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN							
DATE ISSUED		MODEL YEAR(S) AFFECTED		MODEL(S) AFFECTED		TSB #	
10/16/08		2008-2009		Ventana DP		355	
BRAND						TYPE	
All	<input type="checkbox"/>	American Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	All	<input type="checkbox"/>
Cypress	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	Kountry Aire	<input type="checkbox"/>	T T	<input type="checkbox"/>
Northern Star	<input type="checkbox"/>	Kountry Star	<input type="checkbox"/>	Essex	<input type="checkbox"/>	F W	<input type="checkbox"/>
Scottsdale	<input type="checkbox"/>	King Aire	<input type="checkbox"/>	London Aire	<input type="checkbox"/>	C A	<input type="checkbox"/>
All Star ME	<input type="checkbox"/>	Ventana	<input checked="" type="checkbox"/>	Bay Star	<input type="checkbox"/>	D P	<input checked="" type="checkbox"/>
<input type="checkbox"/> Air Conditioning & Heating				<input type="checkbox"/> Electrical Components			
<input type="checkbox"/> Appliances & Accessories				<input type="checkbox"/> Exterior Components			
<input type="checkbox"/> Cabinets & Furniture				<input type="checkbox"/> Interior Components			
<input type="checkbox"/> Chassis Components				<input type="checkbox"/> Plumbing & Bath Components			
<input checked="" type="checkbox"/> Construction Components				<input type="checkbox"/> Windows, Awnings, Vents, & Doors			
DESCRIPTION OF PROBLEM							
Missing heat shielding for engine exhaust on certain 2008 & 2009 Ventana Diesel Pusher units built between June 2007 and August 2008.							
RECOMMENDED SOLUTION							
<p>The polyethylene moisture barrier on the underside of the main floor above the engine compartment is unshielded from the primary engine exhaust. This lack of shielding and the proximity of the exhaust to the polyethylene moisture barrier may cause a thermal breakdown of the material, presenting a latent fire hazard. <b><i>Review the attached repair procedure completely prior to beginning any diagnosis or repairs.</i></b></p> <p>Inspection: .4 labor Installation of heat shield (if necessary): .4 labor (additional) Labor Operation Code: TSB 355</p>							



# Newmar Corporation

Recall 08V-443

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TSB 355

## Technical Service Bulletin

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**Subject:** Missing heat shielding for engine exhaust.

**Affected Units:** Certain 2008 & 2009 Ventana Diesel Pusher units built between June 2007 and August 2008.

**Condition:** The polyethylene moisture barrier on the underside of the main floor above the engine compartment is unshielded from the primary engine exhaust. This lack of shielding and the proximity of the exhaust to the polyethylene moisture barrier may cause a thermal breakdown of the material, presenting a latent fire hazard.

**PLEASE READ THE ENTIRE PROCEDURE BEFORE BEGINNING DIAGNOSIS AND REPAIRS. PLEASE CONTACT NEWMAR TECHNICAL SERVICE IF THERE ARE ANY QUESTIONS OR CONCERNS REGARDING THIS PROCEDURE.**

**Description:** Certain **2008 & 2009 Ventana Diesel Pusher** units may have inadvertently been built without a heat shield toward the front of the engine compartment. This heat shield protects the polyethylene vapor barrier above the engine compartment. In the absence of this shield, over time, the polyethylene vapor barrier may suffer a thermal breakdown, creating a potential fire hazard. Newmar Corporation will install a heat shield to prevent this condition.

**Parts Required:**

Heat Shield (Newmar part #112234).

Newmar will reimburse for fastening hardware and patching materials as required.

**Tools Required:**

Screw gun

#2 phillips bit

#2 square drive bit

3/8" nut driver

Flashlight

Eye protection

Gloves

**Labor Code:** TSB 355

**Labor Time Allowed:** .4 (Inspection).

**Additional Labor to install Heat Shield:** .4 (install heat shield & cover any heat damage).

**WARNING:** Be certain the propulsion engine is off and the exhaust is cool prior to beginning this procedure. The engine, its exhaust and other components in the engine compartment can be dangerously hot during and immediately after use. Be sure to remove the ignition keys from the ignition to prevent accidental starting of the propulsion engine while service is being performed. It is paramount to your safety that these warnings be observed. Failure to heed these warnings can result in damage to the engine, motorhome, and serious personal injury and/or death.

**WARNING:** Always wear protective safety equipment when performing repairs, such as safety goggles and gloves.



**Diagnosis Procedure:** Move any obstructions, and open the engine access located in the floor. Look forward toward the front end of the engine compartment. Look for the heat shield on the cross member that is located just below the engine access opening. This heat shield will be installed on the cross member. Figure 1 shows the unit without a heat shield, figure 2 shows the unit with a heat shield installed.

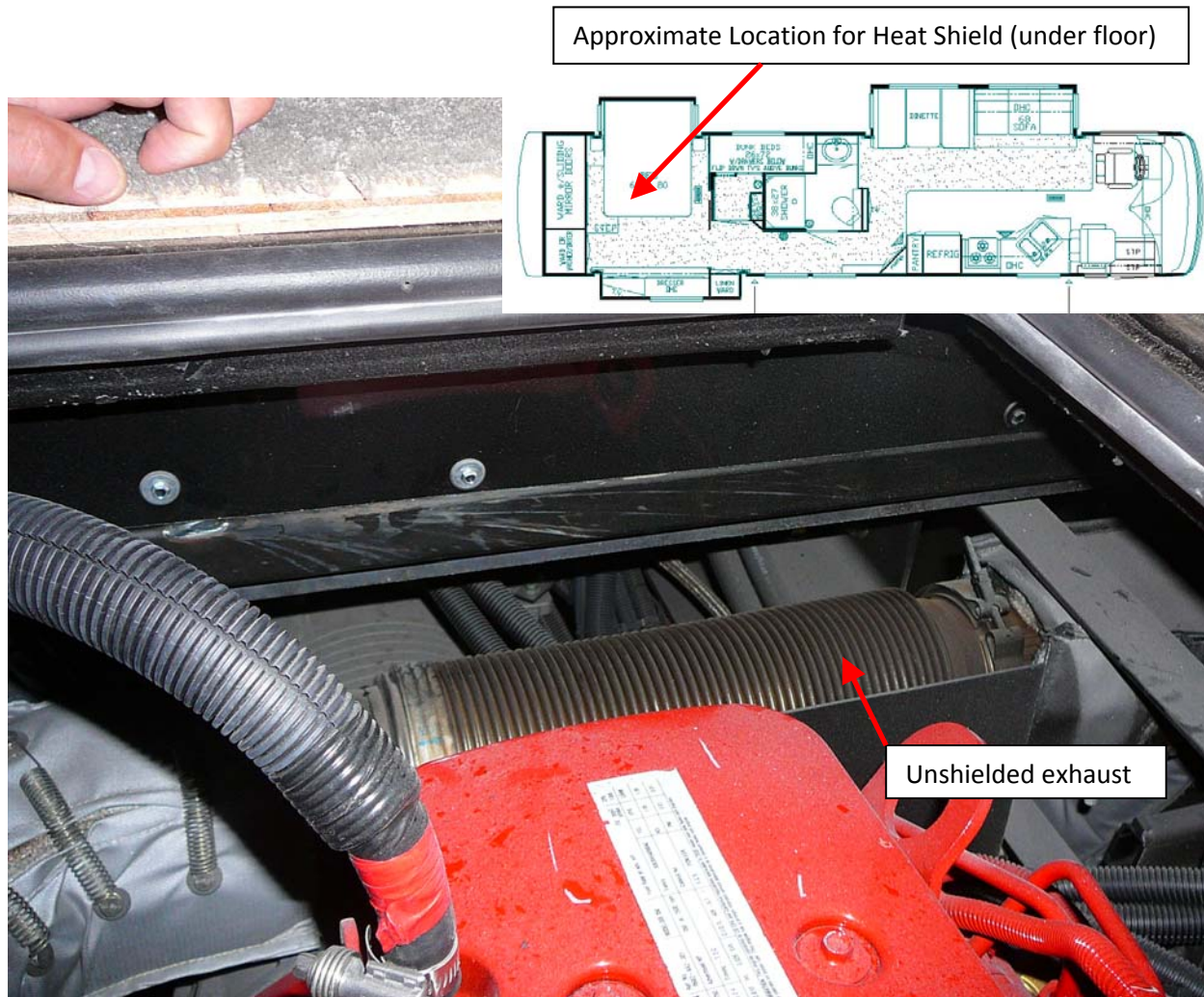


Figure 1: No heat shield installed

**Note that on units with forward facing beds you will need to lift the bed platform to access the engine (3330 floorplan for '08 and the 3430 in '09).**

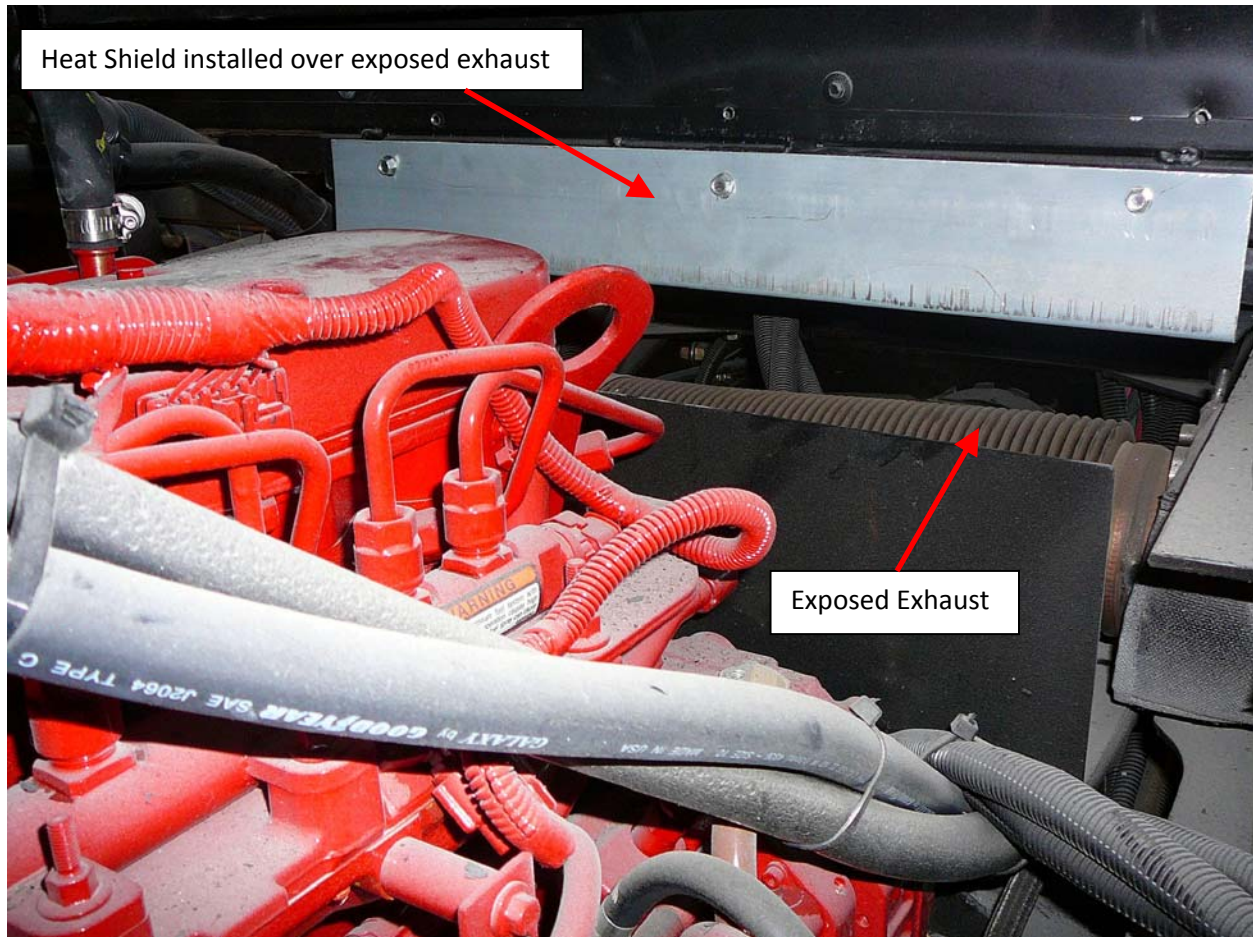


Figure 2: Heat Shield installed

If a heat shield is already installed, no further action is required.

If a heat shield is not present you will need to install one to redirect the heat. Use **ONLY** the specified Heat Shield (Newmar part #112234) for this recall.

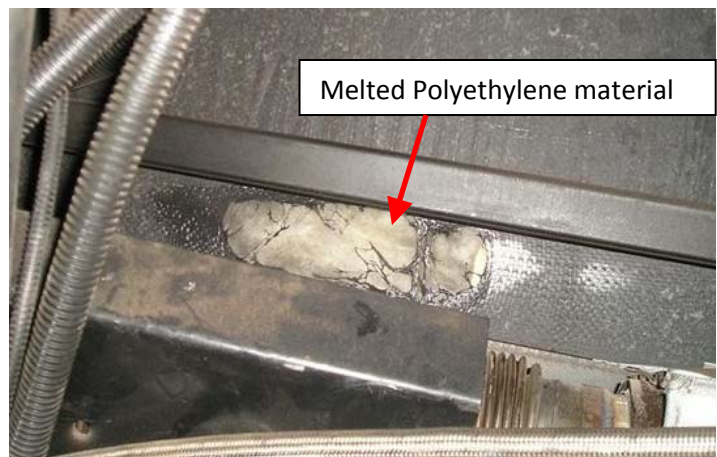


Figure 2A



Before installing the heat shield, inspect the polyethylene vapor barrier above the exhaust for signs of heat damage. If the vapor barrier has been heat damaged, it will need to be repaired prior to installing the heat shield (see figure 2A).

If a repair is required, Newmar recommends installing a piece of .030 aluminum or galvanized steel, cut to fit, and secured into place with screws and silicone as necessary. This patch may need to be 17-33 in. by 3-4 in. and must be fastened directly to the stringers between the structural cross-members forward of the engine compartment. Clean any dust, dirt, or road debris from the area to be repaired, then install the cover into place over the damaged section. Inspect the repair to be sure it is thoroughly covering the damaged area, and is properly secured to insure it will not fall off.

Position the heat shield over the exposed exhaust and fasten it into place using three #14 x 1-in. Self-Drilling 3/8" Hex Washer Head Exterior Screws. Position the heat shield so as to cover the entire exposed area of the engine exhaust (Figure 3).

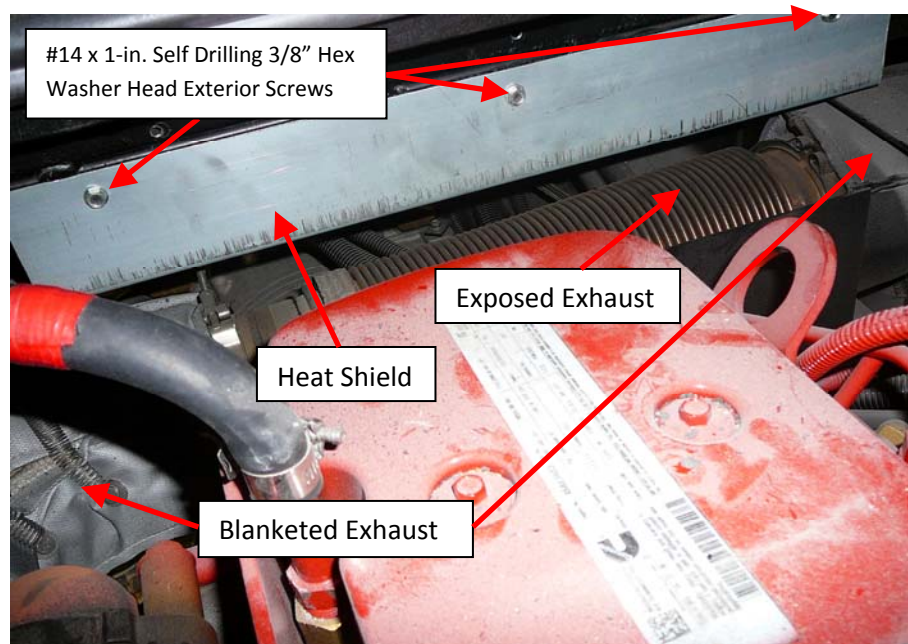


Figure 3

It is important to make sure the heat shield is properly positioned to insure it covers the area of exposed exhaust. The exhaust on either side of the exposed section is blanketed and does not require shielding.

**IMPORTANT:** Once installed, be certain the heat shield is not rubbing against or chaffing any surrounding wiring, hoses, or other items in the engine compartment (Figure 4). Contact with wiring, hoses, and other items will cause excessive wear and potential failures in those components. If the heat shield is properly positioned (over the exposed exhaust between the two existing heat blankets) and there is physical contact between the shield and any wiring or hoses in the engine compartment, reposition the wires or hoses and tie them back to prevent chaffing. Positioning the heat shield properly between the heat blankets and over the exposed exhaust is critical to this repair.

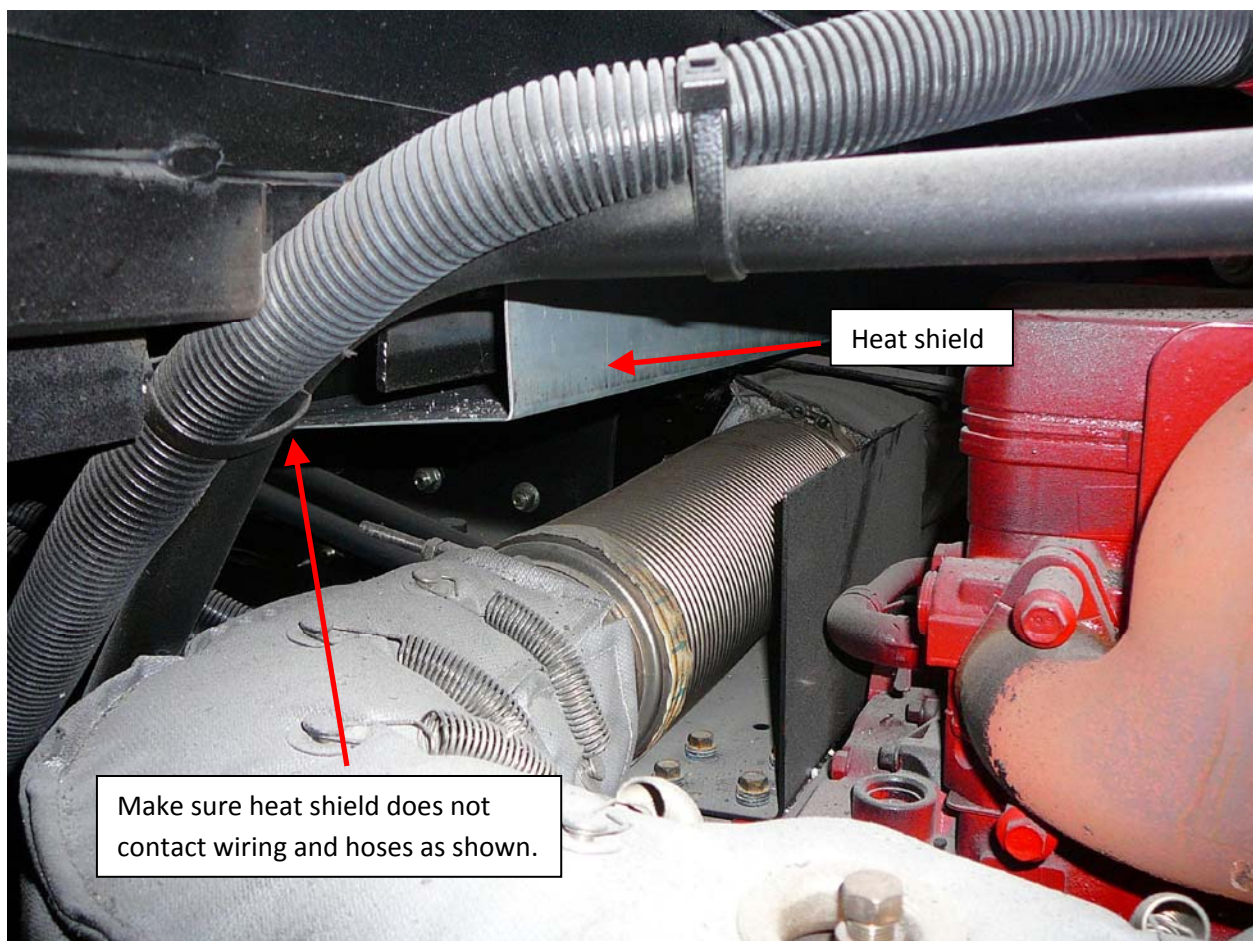


Figure 4: Check for contact / chaffing

Reinstall engine cover in bedroom, and decorative trim over engine cover.