

# NEWMAR CORPORATION

## WARRANTY DEPARTMENT

### RECALL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	RSB #
7/20/2017	2018	484

#### MODEL

Bay Star Sport	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Essex	<input checked="" type="checkbox"/>
Bay Star	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	King Aire	<input checked="" type="checkbox"/>
Canyon Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	New Aire	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input checked="" type="checkbox"/>	Other	<input type="checkbox"/>

#### DESCRIPTION

Spartan Motors has decided that a defect relating to motor vehicle safety exists in specific motorhomes built on Spartan chassis. In response, Newmar is issuing recall NHTSA # 17v 413.

**Issue:** On certain motorhomes, the drive gear on the fuel pump may spin loose on the drive shaft, resulting in loss of pumping function. If this occurs, the engine may stall without warning and cannot be restarted. An unexpected engine stall without the ability to restart may increase the risk of a crash.

**Correction:** The fuel pump will be replaced at no charge to the customer.

Refer to the attached population list for the specific units affected.

#### RECOMMENDED ACTION

**Repair Procedure:** Contact Spartan Motors, Inc. to schedule the corrective procedure at an authorized Spartan Service Facility. Spartan will provide the work instructions. Contact Spartan's Customer and Product Support Department at (855)589-9836 to obtain the work authorization number and recall parts necessary for this repair.

**Flat Rate Code: 17V 413**

**Labor Time: 4.0 hrs.** (as determined by Spartan)

**Note:** Newmar will not authorize this repair. Spartan Motors will authorize and schedule this repair. If you need help contacting Spartan Motors, call your Newmar Service Account Manager for assistance.

***Please read this bulletin in its entirety prior to beginning any diagnosis or repairs.***



WHEN YOU KNOW THE DIFFERENCE™

Dear Valued Customer,

Enclosed you will find information pertaining to Newmar recall campaign number 17V 413, which corresponds to Spartan Chassis' recall campaign number 17015. Please call Spartan Chassis at 1-800-543-4277 option "0" to locate a qualified service center near you. If you have any additional questions or concerns please feel free to contact our Customer Service Department at 1-800-731-8300 or email us at [customerservice@newmarcorp.com](mailto:customerservice@newmarcorp.com) for assistance.

Thank You,

Newmar Corporation

Customer Service Department

1301 Stahley Drive

Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE

# NEWMAR CORPORATION

NEWMARCORP.COM

Date: July 17, 2017  
Re: Newmar Corporation – Motor Vehicle Recall Notification

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Subject: Recall Campaign No.: 17V 413

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**

*In response to notification from Spartan Motors, Newmar Corporation has decided that a defect which relates to motor vehicle safety exists in specific motorhomes built on Spartan chassis.*

On certain motorhomes, the drive gear on the fuel pump may spin loose on the drive shaft, resulting in loss of pumping function. If this occurs, the engine may stall without warning and cannot be restarted. An unexpected engine stall without the ability to restart may increase the risk of a crash. Correction: the fuel pump will be replaced at no charge to the customer.

**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**

Cummins will provide the work instructions.

**If you should have any questions please contact 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. # \_\_\_\_\_

Date: July 17, 2017

Motor Vehicle Recall Notification - Recall Campaign No. 17V 413

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 built on Spartan chassis. This recall is the result of information provided to us by Spartan Motors.*

On certain motorhomes, the drive gear on the fuel pump may spin loose on the drive shaft, resulting in loss of pumping function. If this occurs, the engine may stall without warning and cannot be restarted. An unexpected engine stall without the ability to restart may increase the risk of a crash. Correction: the fuel pump will be replaced at no charge to the customer.

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

### **The Safety Risk**

The engine may stall without warning and cannot be restarted. An unexpected engine stall without the ability to restart may increase the risk of a crash.

### **WHAT WE WILL DO**

Cummins will provide owners of all affected motorhomes a remedy for the potential defect at no charge for parts or labor. This remedy consists of replacing the defective fuel pump with a new fuel pump.

### **WHAT YOU NEED TO DO**

As this defect does affect motor vehicle safety, it is recommended that you call **Cummins Care at 1-800-286-6467, when contacting Cummins please refer to Cummins Field Campaign C1909 "X15 CM2350 X116B Fuel Pump Drive Gear Safety Campaign. You may also contact Spartan Motors at 1-800-543-4277 opt. 0** to identify a service center near you and schedule the work to be completed.

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. 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

USA Units

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date In	Date Off
530414	4VZVU1E92JC082867	2018	KG	DB	4531	S	2/21/2017	3/1/2017
501498	4VZVU1E96JC082869	2018	LA	DP	4534	S	2/23/2017	3/3/2017
530407	4VZVU1E99JC082865	2018	KG	DB	4534	S	1/16/2017	1/24/2017
801239	4VZVU1E90JC082866	2018	EX	DP	4537	S	2/14/2017	2/21/2017

Canadian units

None