1301 STAHLEY DRIVE BUILDING #42 NAPPANEE, IN 46550

NEWMAR CORPORATION WARRANTY DEPARTMENT

Dealer Svc. 866-290-5371 Customer Svc. 800-731-8300

TECHNICAL SERVICE BULLETIN

I ECHINICAL SERVICE DOLLETIN						
DATE ISSUED		MODEL YEAR(S) AFFECTED			TSB#	
8/17/2017		2018			487	
MODEL						
Bay Star Sport	X	Ventana	X	Essex	X	
Bay Star	X	Dutch Star	X	King Aire	X	
Canyon Star	X	Mountain Aire	X	New Aire	X	
Ventana LE	X	London Aire	X	Other		
DECODIDETAL						

DESCRIPTION

Riverpark, Inc. has recently discovered an issue with some of their SD cards that may make the dash radio freeze, run slow, and/or reboot. After testing, Riverpark believes that some of the Kingston SD cards were defective from the factory. In response to their findings, Newmar Corporation is issuing TSB 487 to inform dealers and service personnel of the defective parts.

Issue: When the SD card plays in the Xite Infotainment Center, it loses communication after a period of time (typically 7-10 minutes). The system becomes sluggish and tries to re-boot continuously. This is partly due to the inability to read the cards information quickly enough, causing the radio's CPU to "max out," resulting in the previously described freezing and rebooting symptoms.

Affected Units: Refer to the attached population list for specific coach and VIN numbers.

RECOMMENDED ACTION

Repair Procedure: Xite and Rand McNally have advised RiverPark to replace all cards from the affected batch with a new shipment that has been tested by and meets Rand McNally's quality control standards.

If the Xite Infotainment system is experiencing any of the previously mentioned issues, and the coach is mentioned on the attached population list, follow the attached instructions to remove and replace the SD card. No prior authorization is needed. Order the replacement SD card by contacting the Newmar Parts Department at (800)561-5790.

Flat Rate Code: TSB 487 Labor time .25 hrs

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