

Instructions for Valve Stem Extension Recall 24V 787

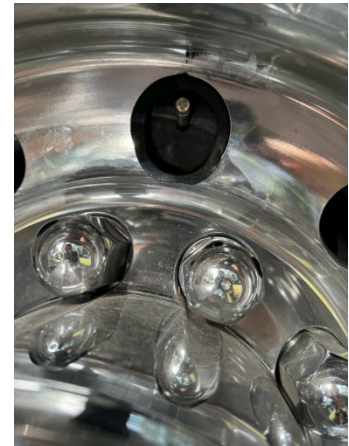
Inspect the rear wheels to see if valve stem extensions are installed on your coach.

If valve stem extensions are installed, take pictures of each wheel. Then submit your information and the photos via Newmar's recall form. If valve stem extensions are installed, proceed with the following recall instructions to remove the valve stem extension(s). There is no need to take the coach to a dealership to have the recall completed.

Determine if you are willing to complete the recall yourself or would like a dealer to complete the recall for you. If you do not want to complete the recall yourself, contact a Newmar-authorized dealer or service center to schedule the recall.

If performing the recall yourself:

1. Remove the valve stem cap.
2. Remove the rubber grommet from the outer rim.
3. Remove the valve stem extension from the rear inner dual tire by rotating the extension counterclockwise.
4. Test and adjust the rear inner tire pressure to ensure correct air pressure and that air loss did not occur while removing the extension. This can be checked using a long, truck-style tire pressure gauge and a long, truck-style air chuck.
5. Install the valve stem cap you previously removed using long nose pliers or a valve capper tool.
6. Take a photo of the rear tire and rim showing the extension and grommet have been removed.
7. Scan the QR code or use web link below to fill out the recall form. Remember to attach the pictures you took to verify the recall has been completed.



Smart Device (Phone or Tablet) – Easiest Option

Scan the QR code to access the form. When you reach the photo submission line in the form, click "Browse Files" and when prompted, either select the files or camera option.



- If you took a photo previously, select it using the files option to attach it to the form.
- If you need to take a photo, select the camera option, and allow access to the camera when prompted.

Once the photo is attached, complete the form, and then make sure to click "Submit." If any required fields are not completed, you will be prompted to fill in any missing information.

Computer

In an internet browser, type in the web link to access the form:

<https://app.smartsheet.com/b/form/f1927c03f4cf4bd9b618f66101533c04>.

When you reach the photo submission line in the form, click "Browse Files," and attach the photos you took. Once the photo is attached, complete the form, and then make sure to click "Submit." If any required fields are not completed, you will be prompted to fill in any missing information.

For dealers and authorized service centers, follow the steps 1-6 above and submit a warranty claim with pictures to Newmar.