

Quarterly Issue 12:
March 2016
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adventure, inspired by
AIRSTREAM
INTERSTATE



- April Service School
- Macerator blocked and blowing the fuse
- Atwood pressure relief valve dripping
- Adjusting Fiamma awning
- Bulletin #164 Installation of Disconnect Solenoid
- Closing thoughts

Greetings,

As the weather starts to turn from winter to spring, I am sure all of your service department are gearing up for another busy season. If I can help you in anyway, as the season progresses do not hesitate to contact me.

In this issue, I would like to cover a few items that have come up during recent conversations with the technicians

AIRSTREAM SERVICE TRAINING:

We are excited to announce we are having our annual spring class here in Jackson Center, Ohio this will be a full 4-day class. This will be limited to the first 15 to register. This will be broken into sections. Class will begin on Monday April 18th and will end on Thursday April 21st, 2016. This class will be a full 8 hours each of the 4 days.

- Monday-Trailer
- Tuesday-Trailer (metal class)
- Wednesday- ZipDee--Atwood vender (TT &TC)
- Thursday- Interstate Touring Coach.

Macerator Pump

Location: Under Drivers side middle

Fuse number: Circuit #9 15 amp

Pump model and part number: 18550300C/602176

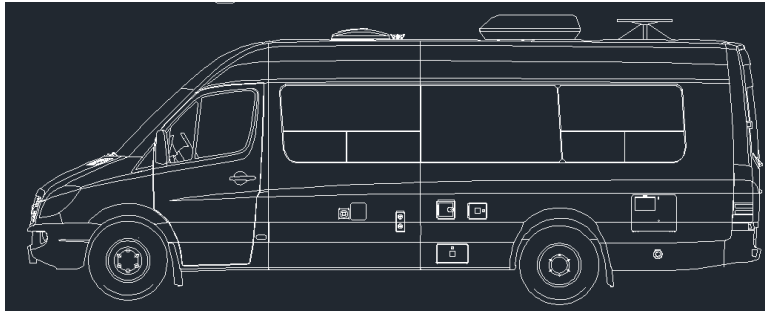
If you are having, an issue with your macerator not pumping or blowing fuses. Potential blockage could be the issue.

The fuse is located in the interior fuse panel under seat. Check your circuit #9 15-amp fuse if it is not operating.

If you replace the fuse and it blows again. The pump may be blocked. If so, please follow the instructions below.



You can manual rotate the motor/cutters by first locating the pump and then removing the rubber protective cap.



Macerator pump located under drivers side exterior forward of rear axle as arrows indicate



Remove rubber cap



Once you have removed the rubber cap, you can rotate the screw manually rotate using a flat head screwdriver counter clockwise and then clock wise until it rotate freely.

Clogs may occur if you are not using enough water or heavy paper products.

Atwood Water Heater- Pressure Relief

If a customer comes in to your service center with a complaint of water dripping from there Pressure valve here is something to do. The valve may not be bad the tank may have lost its airgap at the top.

It may be needing its air gap replaced.

1. Turn off water pump.
2. Open faucets inside your camper.
3. Now *carefully* open the pressure valve. Once water stops flowing. Close all faucets and turn your water pump back on.

There should now be an airgap in the water heater tank



Valve Closed



Valve Open

Subject: Fiamma awning adjustment front to back

Adjusting the angle of the awning
First opening the awning by pushing and holding the awning extend button located under the passenger seat step area. Once you have this fully extend you will see the bracket with adjusters on the base of the awning.



The adjusting bolts are located on the base of the arms. You will be able to adjust both the front and rear awning arms for the proper angle.



First loosen the allen screw by using a #5 allen wrench. Make sure you have this out enough to allow for the adjustment in the next step.



In order to adjust the angle up or down you will need a #17 socket. Turning the bolt clockwise, you will raise the awning up on that end. If you turn this counter clockwise, you will lower the awning. It is ideal to have the awning leaning away from the door to allow water to drain to the rear of the Interstate. Please watch after adjusting the awning that it does not rub on the sliding door while closing.



After you have adjusted to the proper setting. You will need to take your allen wrench and tighten the allen screw to hold into that position.

Bulletin Reminder:

We have our solenoid Bulletin #164 that we are asking be completed on units built after September 2012. Please look this up on the Airstream Dealer Network for more information. If this has not been completed contact customer support to have them send parts for this at no charge to you or the customer.

Something to think about in closing:

Customer Service is so important because satisfied customers are your company's best asset. They result in increased sales, repeat business, growth and prosperity.

Importance of Satisfied Customers

1. Increased Sales
2. Repeat Growth
3. 1+2=GROWTH
4. 1+2+3=PROSPERITY

The decision to make a difference in the quality of customer service in your company is yours. It cannot be over emphasized that the cornerstone of a successful service facility results primarily with those individuals who have direct customer contact. This is where the organization image is built; not at the of the CEO or president. Image is not built and displayed on a plaque in the customer lounge, but earned in the trenches of the service drive, the service bays and the retail store.

Also, if there is a topic you would like some information on or would like to see considered in a future article just drop me a line 937-596-6111 ext. 7409 or jparrett@airstream.com