

1301 STAHLEY DRIVE
BUILDING #42
NAPPANEE, IN 46550

NEWMAR CORPORATION

WARRANTY

DEPARTMENT

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

PRODUCT INFORMATION BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	PIB #
5/26/2017	2017 (prior to June 2016)	475

MODEL

Bay Star Sport	☐	Ventana	☐	Essex	☒
Bay Star	☐	Dutch Star	☐	King Aire	☒
Canyon Star	☐	Mountain Aire	☐	New Aire	☐
Ventana LE	☐	London Aire	☒	Other	☐

PRODUCT INFORMATION

This PIB provides the Newgle location of the work instructions for the inspection and repair of the HWH hydraulic linkage arm. The linkage bolts may loosen with normal usage; however, loose bolts may lead to damage to the linkage arm(s) over time.

If this condition is discovered, please contact the Newmar Warranty Department for repair authorization.

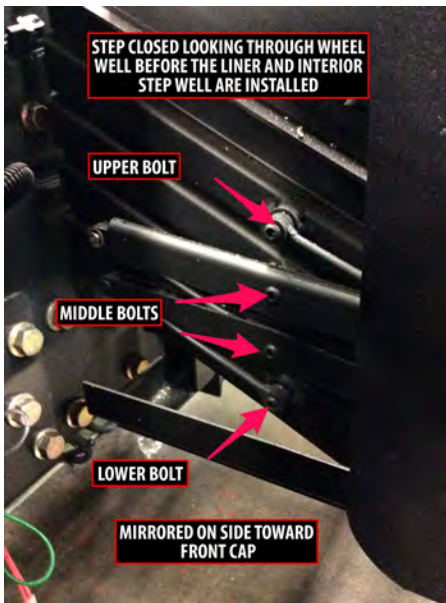
Technicians with access to Newgle will find the instructions at the following location: Exterior > Entrance Steps > HWH Hydraulic Steps > How to Inspect Linkage Arm Bolts

If you have any questions regarding this P.I.B., please contact a Warranty Service Representative at Newmar Corporation.

How to Inspect and Repair Damaged Linkage Arm Bolts

Provides the procedure for an inspection and repair relating to PIB 475 for an HWH Step Assembly.

Inspection Procedure

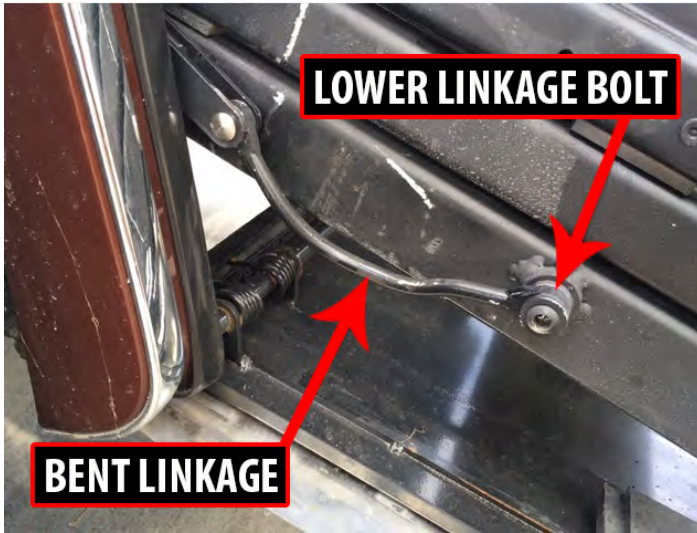


The photo to the left shows the linkage and the four linkage bolts and was taken before the step well and the wheel well was installed at the factory. This picture is for example only. You will not be able to see this side of the step normally.



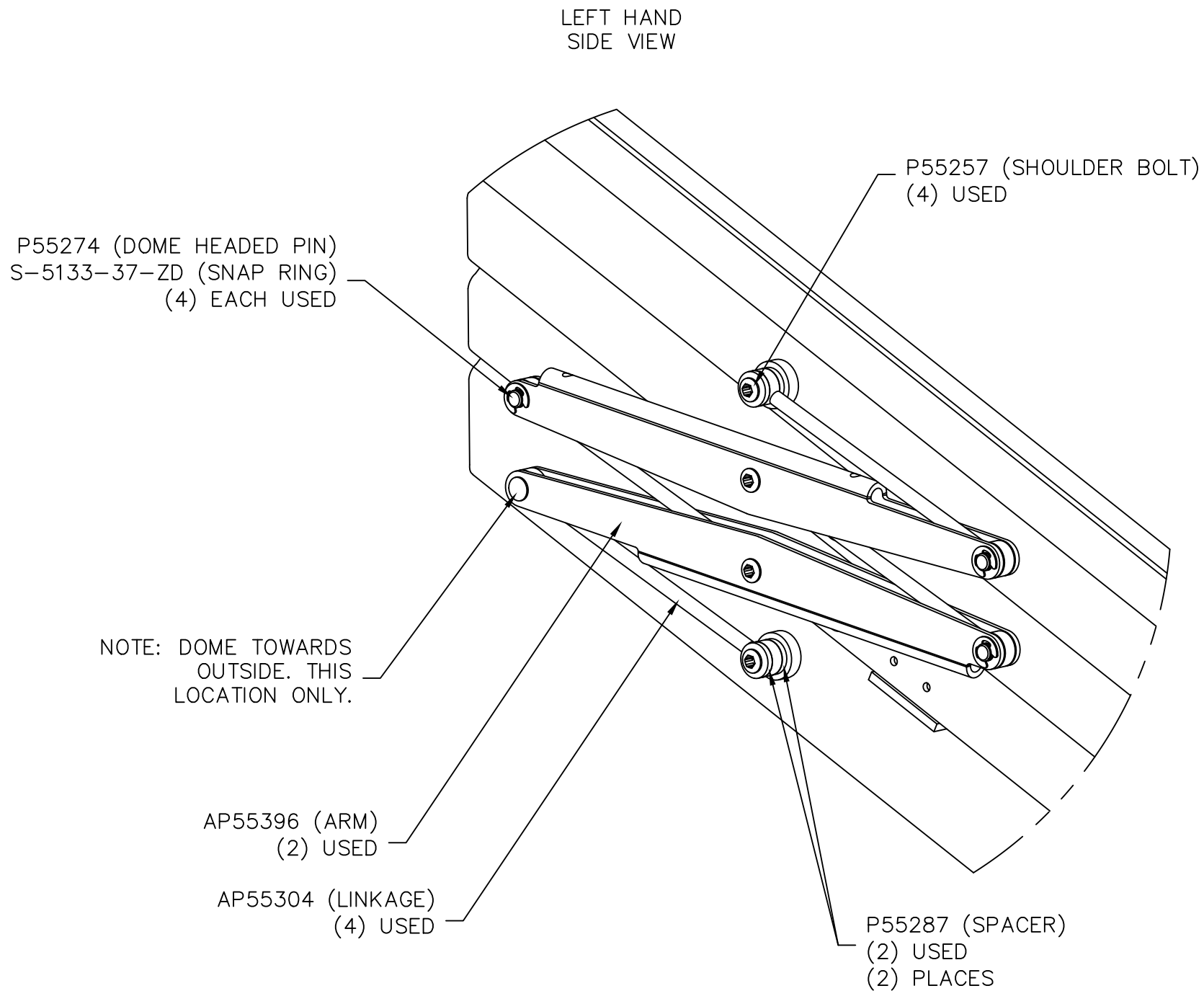
Inspect the linkage bolts on each side of the steps. Look for bolt threads or gaps between the bolt head and the linkage.

If loose bolts are found, inspect the linkages for damage and take pictures of the loose bolts and any damaged linkage. Call Newmar before making repairs to the step. Newmar will obtain authorization from HWH for the repair.



Repair Procedure

Follow HWH's instructions to secure and replace the arm kit if necessary.
Then test the step for proper operation.

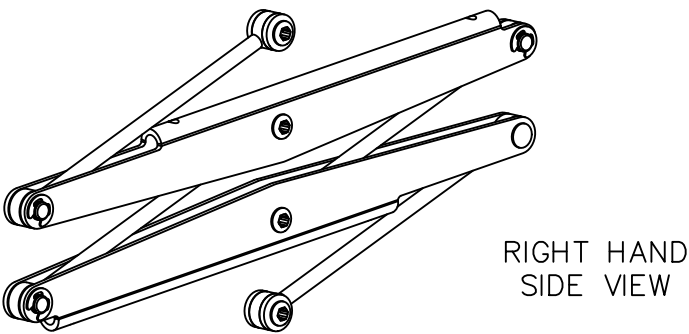


DISASSEMBLY

1. MAKE NOTE OF HOW PARTS ARE ASSEMBLED BEFORE AND DURING DISASSEMBLY. ONLY WORK ON ONE SIDE AT A TIME TO REFERENCE HOW PARTS ARE ASSEMBLED, IF POSSIBLE.
2. STEPS SHOULD BE POSITIONED BETWEEN FULL EXTENSION AND FULL RETRACTION TO MAKE ASSEMBLY EASIER. DO NOT OPERATE STEPS WITH DOOR SWITCH. USE EMERGENCY STEP OPERATION PROCEEDURE TO MANUALLY RUN STEPS. MAKE SURE NO DAMAGE TO STEP OCCURS.
2. REMOVE PARTS AS NEEDED FOR REPAIR. USE 1/4 INCH ALLEN WRENCH FOR SHOULDER BOLTS. A SCREWDRIVER CAN BE USED TO REMOVE SNAP RINGS.

ASSEMBLY

1. AFTER PARTS TO BE REPLACED ARE REMOVED, CLEAN CURED LOCTITE FROM ALL PARTS TO BE REUSED. THIS CAN BE ACHIEVED BY SOAKING WITH LOCTITE SOLVENT AND MECHANICAL ABRASION SUCH AS A WIRE BRUSH.
2. FOR BEST RESULTS PREPARE ALL THREADED SURFACES (EXTERNAL AND INTERNAL) WITH A LOCTITE CLEANING SOLUTION OR ACETONE, AND ALLOW TO DRY.
3. SPRAY ALL INTERNAL AND EXTERNAL THREADS WITH LOCTITE 7649 PRIMER "N" AND ALLOW TO DRY.
4. APPLY SEVERAL DROPS OF LOCTITIE 271 TO MALE THREADS.
5. ASSEMBLE AND TIGHTEN BOLTS TO 15 FT-LBS.
6. USE SNAP RING TOOL TO INSTALL SNAP RINGS. NOTE ORIENTATION OF PINS IN DIAGRAM.



NOTE: RAP93777 CONTAINS PARTS FOR ONE COMPLETE SIDE ONLY. PARTS CAN BE USED ON EITHER RIGHT OR LEFT HAND SIDE.

			HWH I-80 EXIT 267 SOUTH RT 1 MOSCOW, IOWA 52760		
			SCALE 1:3 DATE 09MAY17 DRAWN BY .		
			ARM KIT STEP ASY CC		
NO.	DATE	REVISION			
THE INFORMATION DISCLOSED ON THIS DRAWING IS CONFIDENTIAL AND MUST NOT BE DISCLOSED OR USED IN ANY MANNER WHICH WILL BE DETRIMENTAL TO THE HWH CORPORATION					DRAWING NUMBER LAYOUT

OPERATING PROCEDURES

MANUAL STEP RETRACT PROCEDURE

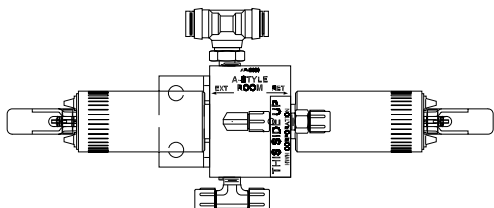
WARNING: USE EXTREME CAUTION WHEN ENTERING OR EXITING THE COACH IF THE STEP WILL NOT FUNCTION.

If the step will not retract, it may be possible to retract the step using the auxiliary pump run switch.

Refer to the "Auxiliary Pump Run Switch Operation" page in this manual. The auxiliary pump run switch is located on the hydraulic power control unit.

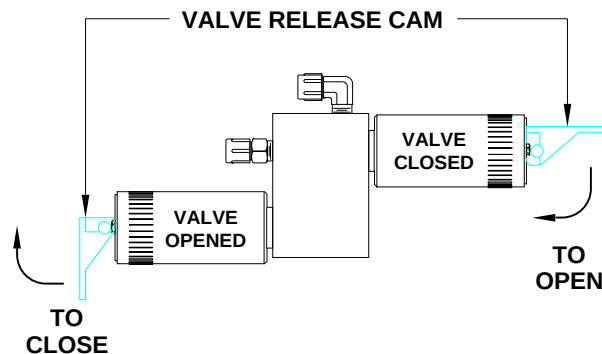
The hydraulic power control unit and the step manifold are located in the front generator compartment. If necessary, contact vehicle manufacturer for equipment location.

Move the appropriate valve release cam to the "VALVE OPEN" position. The sticker on the manifold identifies the step retract valve.

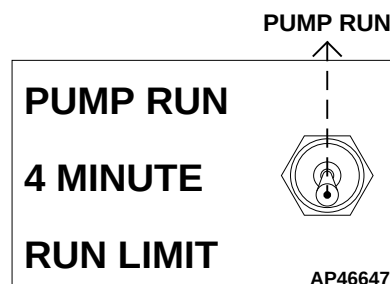


Push the pump run toggle switch to the "RUN" position. Hold the toggle switch to "RUN" until the equipment is in the desired position.

Move the valve release cam(s) to the "VALVE CLOSED" position and release the pump run toggle switch.



IMPORTANT: RELEASE CAM MIGHT BE ROTATED TO ANY DIRECTION ON THE VALVE. MAKE SURE TO MOVE THE RELEASE CAMS IN THE CORRECT DIRECTION. INCORRECT MOVEMENT OF THE CAMS CAN DAMAGE THE VALVES.



IMPORTANT: DO NOT hold the pump toggle switch to "PUMP RUN" for more than 4 minutes without allowing the pump motor to cool.

MANUAL STEP RETRACT WITHOUT PUMP RUN SWITCH

If the step cannot be retracted with the auxiliary pump run switch, locate the step control manifold. Open both solenoid valves and push the step back in.

The step should be serviced as soon as possible.