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

Date Issued	Model Year(s) Affected	TSB #
12/14/2017	2017, 2018	498

MODEL

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

Description

Newmar has decided to incorporate a system reset switch for coaches equipped with HWH hydraulic entrance steps. The switch has been added to the front overhead cabinet during production on later 2018 models.

If the HWH system fails to operate the pump assembly when using the leveling system touchpad, slideout switches, or the entrance step, this reset switch will provide the coach owner with a more convenient location for resetting the HWH system. This will eliminate the need to pull the F-11 fuse or exit the coach to turn off the chassis disconnect in the event of a system lockout.

Issue: In the event of a step failure, the person(s) inside the coach would have a large gap between the door threshold and the ground. The person(s) may have to exit via the large gap or the emergency exit door to get out of the coach.

Correction: A reset switch and label will be installed in the front overhead cabinet.

Refer to the attached population list for the affected coach and VIN numbers.

Recommended Action

Call your Service Account Manager to obtain authorization and order the parts. Follow the attached work instructions to complete the reset switch installation and testing.

Flat Rate Code: TSB 498 **Labor Time**: 1.5 hr.

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

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