

NEWMAR CORPORATION

WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	TSB #
1/25/2018	2016, 2017	486 Amended

MODEL

Bay Star Sport	<input type="checkbox"/>	Ventana	<input checked="" type="checkbox"/>	Essex	<input type="checkbox"/>
Bay Star	<input type="checkbox"/>	Dutch Star	<input checked="" type="checkbox"/>	King Aire	<input type="checkbox"/>
Canyon Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	New Aire	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input type="checkbox"/>	Other	<input type="checkbox"/>

DESCRIPTION

Newmar and MCD shade have determined that certain 2016 and 2017 Dutch Star coaches (all floorplans with **remote-controlled power shades**) and 2016 and 2017 Ventana coaches (4311 floorplan only) may experience **remote-controlled power shade** failures. MCD has created the attached troubleshooting instructions to diagnose the 14-channel remote and remote motors. If the original remote-controlled motor(s) failed and currently need replacing, the motors and remote(s) will be replaced with a **15-channel remote, new remote control motors, and a two-channel bedroom remote. The driver side "Sway Shade" will also be replaced as a complete shade.** Replace the bezel in the wall to ensure the proper fit of the new 15-channel remote.

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

RECOMMENDED ACTION

Repair Procedure: Follow the attached troubleshooting procedure. If the shade motors have failed and currently need replacing, contact your Newmar Service Account Manager to obtain authorization to replace the shade motors and the remotes. In order to obtain the correct authorization time and order the correct amount of motors, it is necessary to know how many **remote-controlled shades** are in the coach and how many of those shades have two motors. **Do not include power shade motors operated by switches on the wall or dash in the quantity of necessary motors when you request authorization.**

Once the authorization is complete, the Newmar Parts Department can process the order for TSB 486. Follow the attached instructions to replace the motors, program and test the 15-channel and two-channel remotes, and set the **remote-controlled shade motor** limits.

NOTICE: When programming, you have 10 seconds between steps, or you will have to start over. If experiencing problems with the two-channel remote, make sure the battery is installed correctly.

Remote shade motor: Newmar part# 026389

Two-channel remote: Newmar part# 026389A

15-channel remote: Newmar part# 026389B (includes new remote bezel)

TSB 486 expires after 12 months of retail ownership.

Flat Rate Code: TSB 486

Labor Time: .7 per window

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

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NEWMAR CORPORATION
WARRANTY
DEPARTMENT

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

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