

NEWMAR CORPORATION

WARRANTY

DEPARTMENT

TECHNICAL SERVICE BULLETIN

DATE ISSUED

MODEL YEAR(S) AFFECTED

TSB #

4/6/2018

2018

518

MODEL

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

DESCRIPTION

Spartan Motors USA, Inc. has provided CSB18-560-001 documentation to Newmar regarding certain 2018 King Aire and Essex coaches with possible unintended warnings or messages displaying on the digital dash. Newmar is publishing this TSB to help inform our dealers and customers.

Issue: The dash may produce unintended warnings or messages or may not operate within the parameters of design intent.

Correction: The digital dash must be updated with the newest software version, and its corresponding data collector module must be replaced.

Units affected: Refer to the attached population list for specific VIN numbers supplied by Spartan.

RECOMMENDED ACTION

Procedure: Contact Spartan's Customer and Product Support department to obtain the work authorization number and warranty parts needed for this repair at (800)393-8861 (option 0, if no technical assistance is needed) or (option 1, if technical assistance is required). Spartan will ship the parts kit to service centers authorized by Spartan to perform the update. The attached work instructions are provided by Spartan and are also included in the parts kit.

Flat Rate code: TSB 518 Labor time: 1.0 hr. (as determined by Spartan)

Note: Newmar will not be authorizing this repair. Spartan will authorize and schedule this repair. If you need help contacting Spartan, contact your Service Account Manager at Newmar for assistance.

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