

NEWMAR CORPORATION

WARRANTY

DEPARTMENT

PRODUCT INFORMATION BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	PIB #
3/25/2019	2016- 2019	541

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

Some coaches equipped with both the SilverLeaf system and a TRC transfer switch (model 40350RVC-40350RVC3) may receive a warning on the SilverLeaf touchscreen that reads “transfer switch 0-0 failure unknown.” This is a false warning caused by the TRC transfer switch program code.

This PIB should only be performed on coaches exhibiting the communication error resulting in a transfer switch failure code within the SilverLeaf diagnostics screen.

For coaches exhibiting this issue in the field, contact your Service Account Manager for authorization and to order an updated circuit board with transfer switch installation instructions. Before calling, make sure you have the Newmar coach number, as well as the transfer switch date code and serial number.

For coaches at the Newmar Factory Service Center, contact Southwire/TRC. They will send a technician to Newmar to perform the programming update instead of changing the circuit board (no labor time).

Part #: 116084AR

Flat Rate Code: PIB 541

Labor Time: .25 hr

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