March 2020
By Jim Parrett

adventure, inspired by

AIRSTREAM

INTERSTATE / ATLAS

- **April Service Training Canceled**
- Shear Pin Replacement
- Recalls
- Headphone Pairing
- AirHub Files
- Closing Thoughts

Greetings,

I wanted to reach out to let everyone know that Airstream's Customer Service and Parts departments are still operating. Please continue to call us for any parts and warranty needs. I am in the process of reaching out to all the dealers to check your status during this trying time. If you have any changes to your business status, please reach out to me directly at 937-790-0230.

Airstream is taking this pandemic very seriously and we are doing everything in our power to keep everyone here in Jackson Center safe. As you have been notified, our April service training session has been cancelled. We will be reaching out to everyone, that had been signed up, to have it rescheduled at a later time.

In this issue, I would like to cover a few items that have come up during recent conversations with technicians.

- Atlas step shear pin replacement
- Recalls - Mercedes and Airstream
- Bluetooth headphone pairing

Atlas Project 2000 Double Step Guide

Rev. 08.06.2019 Created by: *MV*

Issue: *The step will not move, they just "flop" up and down freely when in the down position.*

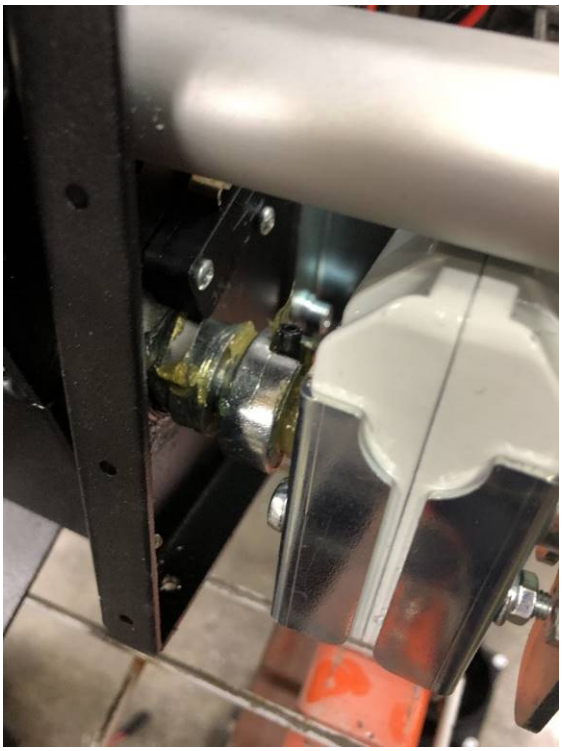
Locate the bracket(s) under the edge of the fiberglass skirt, shown to the left. Remove the screws securing the brackets to the frame. This will allow the fiberglass panel to swing up.

To the left of the step is a manual lock which will hold the step in the stowed position. Using this lock will allow easier access to the motor area to the right.

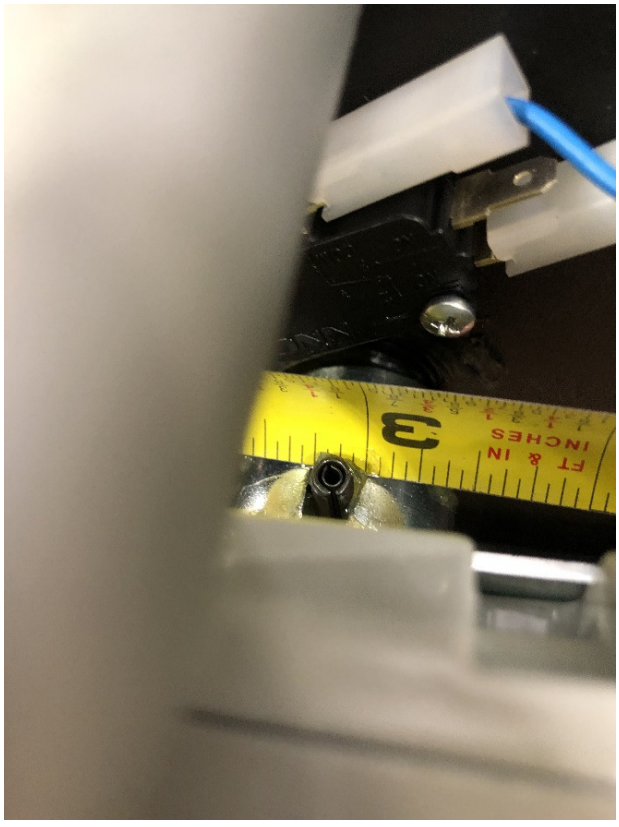
Note:
This lock is spring-loaded; pushing the lever up will “spring” it into the lock hole on the step.

In the event that the step is unable to stay in the stowed position use the manual lock to hold the step in place for travel to the nearest service shop for further repair.

The motor and shear pin are located to the right of the double step. You will need to remove the black knob and two 3/8” nuts; one is next to the knob (shown) and one is on the backside lip.



Pictured above is a shear pin that is broken and needs to be replaced.



McMASTER-CARR

Find

420 Stainless Steel Coiled Spring Pin

3/16" Diameter, 1" Long

Packs of 10

ADD TO ORDER

In stock
$5.90 per pack of 10
93740A319

Pin Type	Spring
End Type	Plain
Head Type	Plain
Shaft Type	Coiled
End Shape	Chamfered
System of Measurement	Inch
Material	420 Stainless Steel
Diameter	3/16"
Length	1"
For Hole Diameter	0.185"-0.192"
Min. Hardness	Rockwell C46
Breaking Strength	3,100 lbs.
Passivation	Passivated
Specifications Met	ASME B18.8.2
RoHS	Compliant

These spiral pins remain flexible after installation, so they absorb shock and vibration better than slotted spring pins. They work well in holes that are out of round. Use them for fastening, pivoting, and holding.

Squeeze pins closed and install them in a hole slightly smaller than the pin. Tension holds them tight against the hole wall. The chamfered ends aid insertion.

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Recall Reminder:

The units below may be involved in the pending recall campaign from Mercedes. At this time, there is no repair in place. If Airstream has a chassis in its possession, when a repair process is given, it will be addressed before it is shipped. Airstream will be reaching out to notify dealers who potentially have a unit that has already been shipped. As a general practice, before retailing these units, dealers should run the VIN to check for recalls. Please go to http://www.safecar.gov and make sure to contact your local Mercedes dealer to have the unit inspected and repaired, if still applicable.

This recall would potentualy include all Next Gen chassis: 2500,3500, and Cab(Atlas)
2020030007 (Spindle Bearing)
2020030005 (EGR Screw)
2020030006 (Flange Connection)

Campaign	Campaign Desc. :	EGR Screw Connection
2020030005	PDGAGROHR	
This is to notify you of the upcoming Recall Campaign concerning the screw connections on the exhaust gas recirculation pipe (EGR) on approximately 4,424 MY19 Mercedes-Benz and Freightliner Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "Pending" in VMI.		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30), certain screw connections on the exhaust gas recirculation (EGR) pipe (between the exhaust gas collection pipe and the exhaust gas recirculation controller) may not have been carried out according to specification. If the connecting screws are not tightened according to specification, the flange surface at the end of the EGR pipe may not be completely sealed. In that case, hot exhaust gas could leak into the engine compartment and cause a potential thermal reaction and/or thermal damage to immediately surrounding components.	
What We're Doing	An authorized Mercedes-Benz or Freightliner Sprinter dealer will renew the affected screw connection and the flange seals on the exhaust gas recirculation pipe.	
Parts	**Parts are still being verified. An additional notification will be sent when parts are available for repair.**	

Campaign	Campaign Desc. :	Steering Spindle Bearing
2020030007	PDGSCHLENK	

This is to notify you of the upcoming **Recall Campaign** concerning the steering spindle bearing on approximately **8,895** MY19 Mercedes-Benz and Freightliner Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "Pending" in VMI.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles of platform 907 (VS30), the screws for the intermediate bearing of the steering spindle may not have been torqued sufficiently. If the screws were not torqued to specification, they could loosen over time and cause the bearing to move back and forth during vehicle operation. The vehicle would remain steerable, but over time, as the bearing continues to move, the screws could continue to loosen and eventually detach which could impair the operator's ability to steer the vehicle and increase the risk of a crash.
What We're Doing	An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the screws of the steering spindle intermediate bearing and apply the required tightening torque.
Parts	**Parts are still being verified. An additional notification will be sent when parts are available for repair.**

Campaign	Campaign Desc. :	Steering Column Cover
2020030008	PDGVERKLE	

This is to notify you of the upcoming **Recall Campaign** concerning the steering column cover on approximately **25** MY19 Mercedes-Benz and Freightliner Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "Pending" in VMI.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles of platform 907 (VS30), the cover for the casing pipe of the steering column was not installed. If the steering column casing cover is not installed, small vehicle components near the steering column such as nuts and screws could enter the steering column area in the event they were loose. Additionally, it is possible that small objects (e.g. small pieces cut-off from cable ties) out of the production and assembly process could enter the steering column area. If any such small objects were to enter the concerned space, it is possible that steering operation could be affected, thereby increasing the risk of a crash.
What We're Doing	An authorized Mercedes-Benz or Freightliner Sprinter dealer will renew the steering column by replacing it against the intended variant including the cover.
Parts	**Parts are still being verified. An additional notification will be sent when parts are available for repair.**

Instructions for pairing JBL Bluetooth Headphones with the MEE Audio Connect Hub and proper configuration of Samsung TV's

This document illustrates the steps for pairing the following devices in order to receive wireless audio via Bluetooth:

-JBL Bluetooth Headphones (model: JBL500BTBLKAM)
-MEE Audio Connect Hub (model: AF-CH-BK)

In order to ensure the 24" Samsung TV's (model: UN24H4000) are in the proper configuration to communicate with the MEE Audio Connect Hub, the following steps must be taken prior to pairing the JBL Bluetooth Headphones.

Figure 1: Menu displayed after the control on the back of the TV is pressed once.

1. Behind the TV in the lower right corner, is a short, joystick-like control, allowing the user to navigate different options without the remote. Press the joystick in to turn ON the TV. Once the TV is ON, pressing the button again will display a menu, shown in Figure 1.

Figure 2: Blue boarder is around the rectangular icon that is divided into 3 smaller rectangles.

2. Move the joystick to the left once. The rectangular icon that is divided into 3 smaller rectangles will be highlighted with a blue boarder, shown in Figure 2.

Figure 3: Menu displayed after selecting the rectangular icon.

3. Press the joystick in once to select. The menu, shown in Figure 3, will appear.

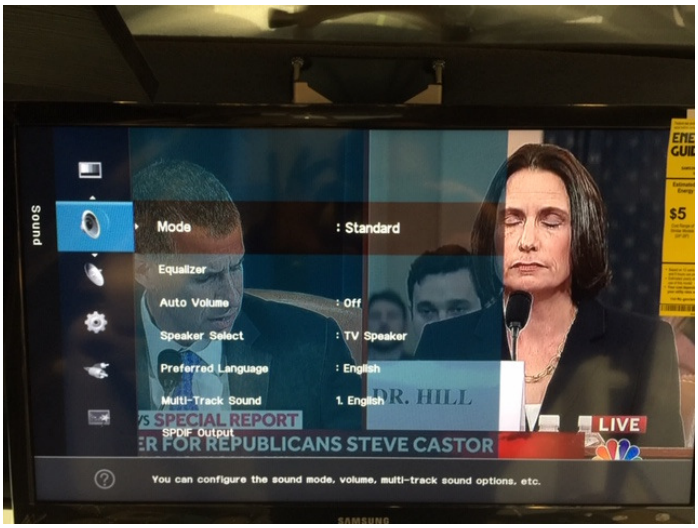


Figure 4: Menu displays sound options.

4. Use the joystick to move down once. This will display the sound options of the TV, shown in Figure 4.

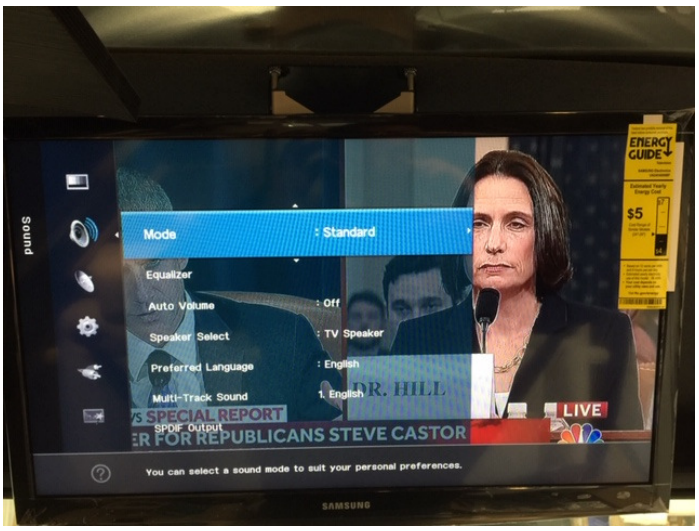
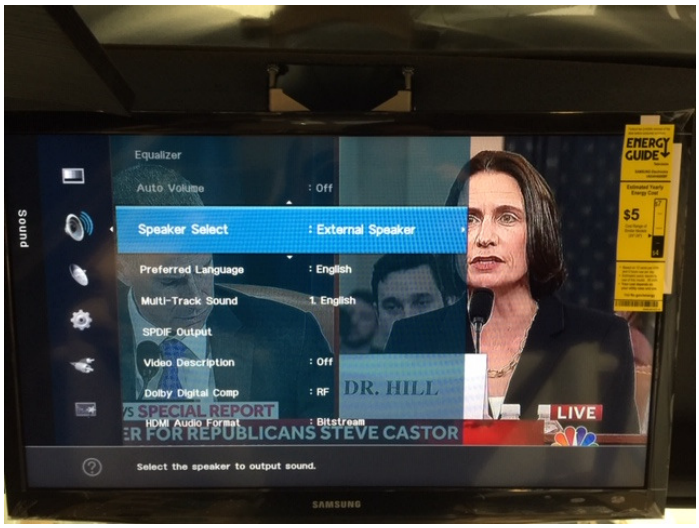


Figure 5: Sound options can be navigated through once selected.

5. Move the joystick to the right once. This will move the highlight over to the sound options, shown in Figure 5.

6. Move the joystick down 3 times. This will put the blue highlight over the “Speaker Select” option. Press the joystick to select, and bring up two options for audio output; TV Speaker or External Speaker (an audio source connected to the optical audio output on the back of the Samsung TV). Move the joystick up once and select External Speaker. This will switch the TV audio to an external audio output source, shown in Figure 6.

Figure 6: Speaker Select options shown. TV Speaker is highlighted with a yellow box to show it is currently in use.



7. The screen should now look like it does in Figure 7a. From this position, move the joystick down 3 times to highlight the “SPDIF Output” option, shown in Figure 7b.

Figure 7a: Screen after choosing “External Speaker”

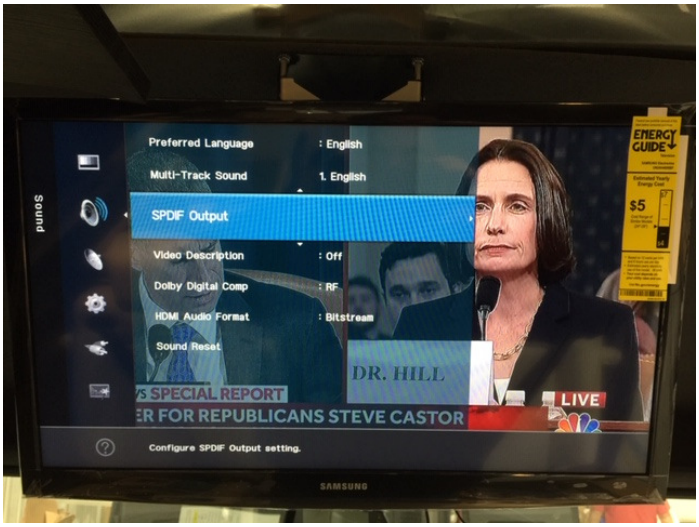


Figure 7b: “SPDIF Output” highlighted.

Figure 8: SPDIF Output options displayed.

8. Press the joystick to select SPDIF Output. This will display the screen shown in Figure 8.

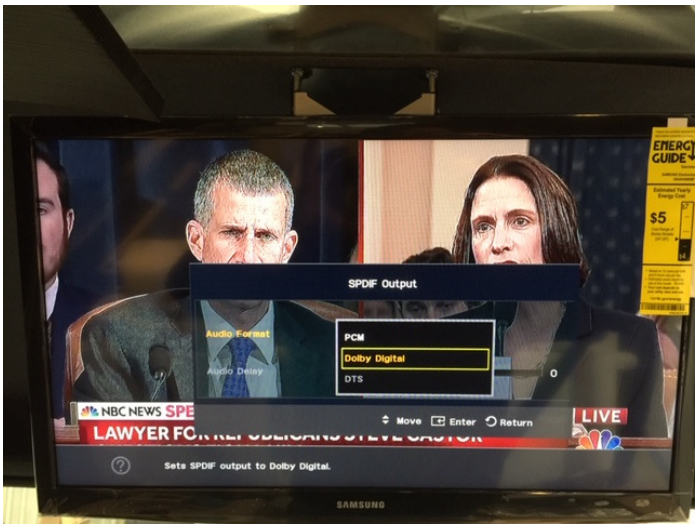


Figure 9: SPDIF Output menu showing 3 options, with PCM needing to be selected.

9. Press the joystick once. This will display 3 options under the “Audio Format” option; PCM, Dolby Digital, and DTS. The current audio format should be Dolby Digital, shown in Figure 9. Move the joystick up once to highlight “PCM” and select.

10. The configuration of the Samsung TV is done.

The following steps illustrate the proper configurations for the MEE Audio Connect Hub prior to pairing with the JBL Bluetooth Headphones.

Figure 1: MEE Audio Connect Hub switched to TX.

1. Ensure that the switch on the Connect Hub is switched to the “TX” mode, shown in Figure 1. This will allow for audio to be transmitted via Bluetooth, rather than be received (RX).

Figure 2: Location of the INPUT (TX) port on the Connect Hub.

2. Ensure that when connecting an optical audio cable to the MEE Audio Connect Hub, that the cable is connected to the port labeled “INPUT (TX)”, shown in Figure 2. This will correspond with the switch being in the TX position from step 1. Additionally, the USB power cable should be plugged into the back of the Samsung TV to power the Connect Hub.

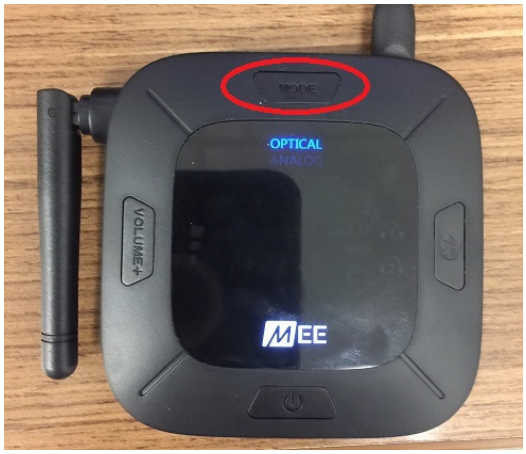


Figure 3: Proper audio mode for the Connect Hub, with OPTICAL lit up in blue and the Mode button shown.

3. Once the Connect Hub is powered ON, it should look like Figure 3, with the word OPTICAL lit up in blue. If it is not lit up in blue, press the Mode button. Pressing the Mode button, a second time will light up ANALOG in blue. To go back to OPTICAL, press the Mode button again.

Now that the Connect Hub has been configured properly, it is ready to be paired with the JBL Bluetooth headphones. Follow the steps below to do so:

1. When pairing a set of wireless headphones for the first time, hold the Pairing button on the Connect Hub for 4 seconds. This will put the Connect Hub in pairing mode, with an icon of a headset flashing between red and blue, shown in Figure 1a/b.

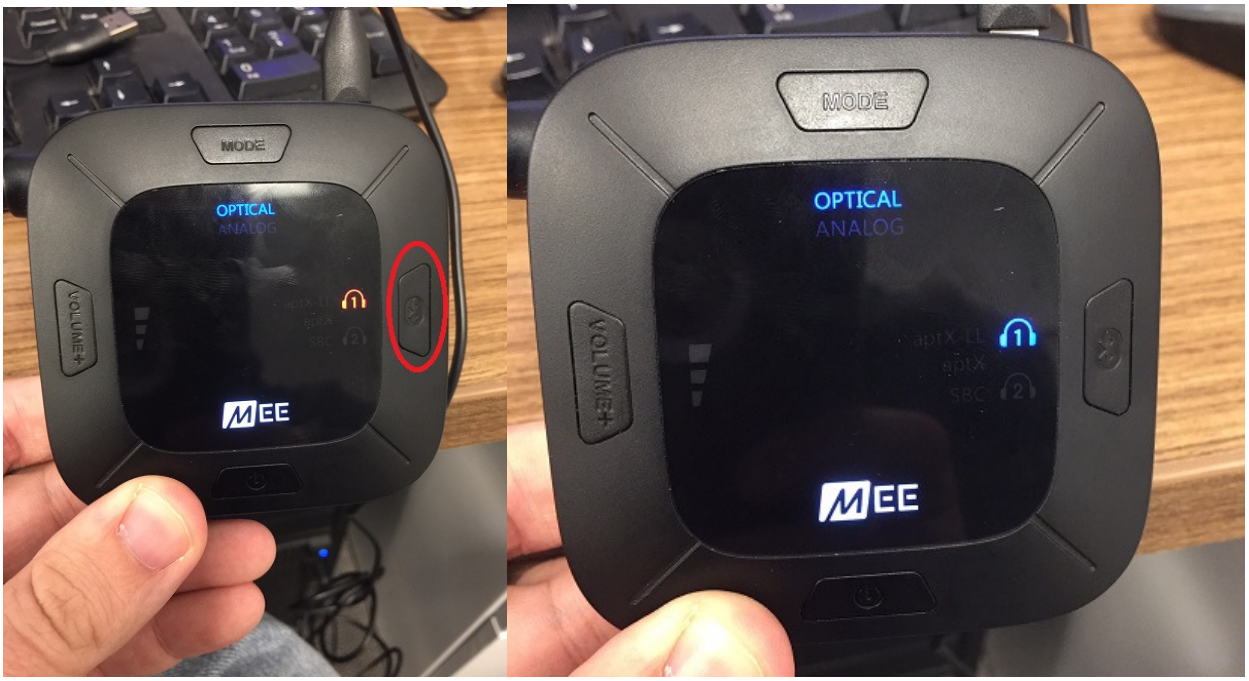


Figure 1a/b: Connect Hub in paring mode, with the headphone icon flashing between red and blue and location of pairing button shown.

2. Locate the Power button on the JBL Bluetooth headphones under the right side, shown in Figure 2, and hold for 3 seconds. This will put the headphones in pairing mode, indicated by the light, shown in Figure 2, flashing blue. A successful pairing will be indicated by the blue light becoming solid.

Figure 2: JBL Bluetooth headphones Power button and solid blue light, indicating successful pairing.

Figure 3: Connect Hub display when pairing of both headsets is successful.

3. Successful pairing on the Connect Hub will be indicated by the headphone icon, mentioned in step 1, remaining solid blue. Pairing a second set of headphones can be done by repeating the previous steps, starting at step 1. Figure 3, shows what the display of the Connect Hub should look like when pairing is successful with two sets of headphones.

NOTE:
Per testing during production, pairing the second set of headphones could take multiple attempts, as many as 5 to 6 times. Additionally, when pairing the second set of headphones, the Pairing button may have to be held for the duration of the pairing cycle, rather than the 4 seconds mentioned. In some scenarios, both the Connect Hub and Bluetooth headphones may need to be turned OFF, and the pairing instructions repeated. MEE Audio has stated that JBL currently does not support Qualcomm's aptX technology, the higher-end, aptX low latency specification that MEE Audio uses, and have also stated JBL is a brand their customers have issues with. However, in production testing, after the initial pairing process, the headphones paired much more readily, with only one instance where the headphones took an additional two times to pair. A different solution may be sought out, but preferably after the stock of JBL Bluetooth headphones that Riverpark has for Airstream is gone, considering the scrap generated from the previous Bluetooth transmitter solution (TROND BT-DUO II, also from Riverpark). Therefore, if Riverpark does not have stock that satisfies the EAU of 500, 2 per unit, a different solution can be sought. A different solution will not be sought for this model year, as long as they do have stock to satisfy the EAU, as to not generate more scrap.

After the initial pairing process, pairing headphones again, only requires pressing the Pairing button on the Connect Hub once, rather than holding it for 4 seconds. The pairing for the Bluetooth headphones is the same, holding the Power button for 3 seconds. As stated previously, this may take an additional time or two to pair with JBL brand headphones. If the Mode button on the Connect Hub is held for 10 seconds, the Connect Hub will forget the headphones and the steps in the last section of this document will need to be repeated.

The above instructions can also be found on AirHub, in the File Library, where you will find many other instructions and how-to's.

Some other instructions you will find on Airhub:

- DC/DC Charge Controller: This replaced the Battery Isolation Manager in the 2020 models.
- AM Reception Fix
- Electrical Schematics
- Vender Manuals
- Policy and Procedure Manuals

Something to think about in closing:

Customer Service is so important because satisfied customers are your company's best asset. They result in increased sales, repeat business, growth, and prosperity.

Importance of Satisfied Customers

1. Increased Sales
2. Repeat Growth
3. 1+2=GROWTH
4. 1+2+3=PROSPERITY

The decision to make a difference in the quality of customer service in your company is yours. It cannot be over emphasized that the cornerstone of a successful service facility relies primarily with those individiuals who have direct customer contact. This is where the organization's image is built; not with the CEO or president. Image is not built and displayed on a plaque in the customer lounge, but earned in the trenches of the service drive, service bays, and the retail store.

If there is a topic you would like some information on or would like to see considered in a future article just drop me a line at: 937-596-6111 ext. 7409 or jparrett@airstream.com