

NEWMAR CORPORATION

WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #
05/28/2013	2013-2014	Bay Star, Bay Star Sport, Canyon Star, Dutch Star, Ventana, Ventana LE	Recall 13E-019 TSB 405

BRAND					TYPE	
All	☐	American Star	☐	Mountain Aire	☐	All ☐ T T ☐
Cypress	☐	Dutch Star	☒	Kountry Aire	☐	F W ☐ C A ☒
Northern Star	☐	Kountry Star	☐	Essex	☐	D P ☒ D B ☐
Scottsdale	☐	King Aire	☐	London Aire	☐	
All Star ME	☐	Ventana	☒	Bay Star	☒	

- | | |
|---|--|
| ☐ Air Conditioning & Heating | ☐ Electrical Components |
| ☐ Appliances & Accessories | ☐ Exterior Components |
| ☐ Cabinets & Furniture | ☐ Interior Components |
| ☐ Chassis Components | ☐ Plumbing & Bath Components |
| ☐ Construction Components | ☒ Windows, Awnings, Vents, & Doors |

DESCRIPTION OF PROBLEM

Newmar Corporation is recalling certain model year 2013-2014 Newmar Product. If the awning installation sequence was not completely followed, the awning motor may unknowingly become damaged.

If motor damage occurs, it is possible that the awning can unfurled unexpectedly, either while the motor home is at rest or while in transit, increasing the risk for personal injury or vehicle crash.

RECOMMENDED SOLUTION

Owners will be notified and Dometic will assist with having the affected motors replaced with a design that is not subject to an out-of-sequence installation error

Owners may contact Newmar at 800-731-8300 or Dometic at 888-447-0003 for more information.

NHTSA # 13E-019

Labor Time 0.7 Hours

Flat rate Code TSB 405

9100 Series Part# 3310423.177 plus color letter

Weatherpro Part# 3310423.169 plus color letter

Owners are instructed not to drive their vehicles until repairs can be performed.

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



Awning Motor
Pre February 13, 2013. This motor
is **not** affected by the product
recall.



Awning Motor
This motor is affected by the
product recall.
Serial Range 306xxxx to 314xxxx
Manufacturing Date Range
02/13/2013 to 04/09/2013



Awning Motor Post April 9, 2013.
This motor is **not** affected by the
product recall.

Part Number1	Prod#	Year	Br	Tp	Serial#	Part Number	Desc	Order	Line	Check Digit	Production Date	Scan Date	Repair Date	RCA
815EE16.000U	111018	2013	BS	CA	31299000	815FE16.000U	WEATHERPRO FRTA WAL/BRN TWD 16	780428	2	31299000	3/25/2013	3/27/2013		
815EE16.000U	111025	2013	BS	CA	31097331	815EE16.000U	WEATHERPRO FRTA LINEN 16'	766883	1	31097331	3/11/2013	3/13/2013		
815EE17.000U	110988	2013	BS	CA	31099040	815EE17.000U	WEATHERPRO FRTA LINEN 17'	788275	3	31099040	3/11/2013	3/11/2013		
815EE17.000U	110992	2013	BS	CA	30797619	815EE17.000U	WEATHERPRO FRTA LINEN 17'	742705	1	30797619	2/20/2013	2/20/2013		
815EE17.000U	110996	2013	BS	CA	30996746	815EE17.000U	WEATHERPRO FRTA LINEN 17'	759120	1	30996746	3/6/2013	3/6/2013		
815EE17.000U	111008	2013	BS	CA	30996747	815EE17.000U	WEATHERPRO FRTA LINEN 17'	759120	1	30996747	3/6/2013	3/6/2013		
815EE17.000U	111024	2013	BS	CA	30996749	815EE17.000U	WEATHERPRO FRTA LINEN 17'	759120	1	30996749	3/6/2013	3/6/2013		
815EE17.000U	110993	2013	BS	CA	31299002	815EE17.000U	WEATHERPRO FRTA LINEN 17'	780428	1	31299002	3/25/2013	3/27/2013		
815EE17.000U	111022	2013	BS	CA	31299004	815EE17.000U	WEATHERPRO FRTA LINEN 17'	780428	1	31299004	3/25/2013	3/27/2013		
815EE17.000U	111003	2013	BS	CA	31299003	815EE17.000U	WEATHERPRO FRTA LINEN 17'	780428	1	31299003	3/26/2013	3/27/2013	4/23/2013	614780
815EE17.000U	110976	2013	BS	CA	30697012	815EE17.000U	WEATHERPRO FRTA LINEN 17'	734840	1	30697012	2/13/2013	2/13/2013		
815EE17.000U	111029	2013	BS	CA	31097327	815EE17.000U	WEATHERPRO FRTA LINEN 17'	766883	2	31097327	3/13/2013	3/13/2013		
815EE17.000U	111027	2013	BS	CA	31097328	815EE17.000U	WEATHERPRO FRTA LINEN 17'	766883	2	31097328	3/13/2013	3/13/2013		
815EE17.000U	111010	2013	BS	CA	31097329	815EE17.000U	WEATHERPRO FRTA LINEN 17'	766883	2	31097329	3/13/2013	3/13/2013		
815EE17.000U	110986	2013	BS	CA	31097330	815EE17.000U	WEATHERPRO FRTA LINEN 17'	766883	2	31097330	3/13/2013	3/13/2013		
815EE17.000U	111028	2013	BS	CA	31197390	815EE17.000U	WEATHERPRO FRTA LINEN 17'	776678	1	31197390	3/20/2013	3/20/2013		
815EE17.000U	110995	2013	BS	CA	31197391	815EE17.000U	WEATHERPRO FRTA LINEN 17'	776678	1	31197391	3/20/2013	3/20/2013		
815EE17.000U	111023	2013	BS	CA	31197393	815EE17.000U	WEATHERPRO FRTA LINEN 17'	776678	1	31197393	3/20/2013	3/20/2013		
815EE17.000U	110974	2013	BS	CA	31197394	815EE17.000U	WEATHERPRO FRTA LINEN 17'	776678	1	31197394	3/20/2013	3/20/2013		
815EE17.000U	110994	2013	BS	CA	31398150	815EE17.000U	WEATHERPRO FRTA LINEN 17'	791385	1	31398150	4/3/2013	4/3/2013		
815EE18.000U	160852	2014	CS	CA	30897704	815EE18.000U	WEATHERPRO FRTA LINEN 18'	751183	1	30897704	2/27/2013	2/27/2013		
815EE18.000U	160911	2013	CS	CA	31097326	815EE18.000U	WEATHERPRO FRTA LINEN 18'	766883	3	31097326	3/13/2013	3/13/2013	4/24/2013	615274
815EE18.000U	160882	2013	CS	CA	31097325	815EE18.000U	WEATHERPRO FRTA LINEN 18'	766883	3	31097325	3/13/2013	3/13/2013	4/24/2013	615274
815EE20.000U	160873	2013	CS	CA	30797617	815EE20.000U	WEATHERPRO FRTA LINEN 20'	742705	2	30797617	2/20/2013	2/20/2013		
815EE20.000U	160886	2013	CS	CA	30797618	815EE20.000U	WEATHERPRO FRTA LINEN 20'	742705	2	30797618	2/20/2013	2/20/2013		
815EE20.000U	160862	2013	CS	CA	30697011	815EE20.000U	WEATHERPRO FRTA LINEN 20'	734840	2	30697011	2/13/2013	2/13/2013		
815EE20.000U	160897	2013	CS	CA	30897702	815EE20.000U	WEATHERPRO FRTA LINEN 20'	751183	2	30897702	2/27/2013	2/27/2013		
815EE20.000U	160845	2013	CS	CA	30897703	815EE20.000U	WEATHERPRO FRTA LINEN 20'	751183	2	30897703	2/27/2013	2/27/2013		
815EU18.000U	160876	2013	CS	CA	30797615	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	742705	4	30797615	2/20/2013	2/20/2013		
815EU18.000U	160884	2013	CS	CA	30996744	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	759120	3	30996744	3/6/2013	3/6/2013		
815EU18.000U	160880	2013	CS	CA	30897697	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	751183	5	30897697	2/27/2013	2/27/2013		
815EU18.000U	160872	2013	CS	CA	31097320	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	766883	7	31097320	3/13/2013	3/13/2013		
815EU18.000U	160888	2013	CS	CA	31097321	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	766883	7	31097321	3/13/2013	3/13/2013		
815EU18.000U	160924	2013	CS	CA	31398147	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	791385	3	31398147	4/3/2013	4/3/2013		
815EU18.000U	160893	2013	CS	CA	31197388	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	776678	3	31197388	3/20/2013	3/20/2013	4/24/2013	615274
815EU18.000U	160905	2013	CS	CA	31398148	815EU18.000U	WEATHERPRO FRTA CHAR TWD 18'	791385	3	31398148	4/3/2013	4/3/2013	4/24/2013	615274
815EU19.000U	160892	2013	CS	CA	30797614	815EU19.000U	WEATHERPRO FRTA CHAR TWD 19'	742705	5	30797614	2/20/2013	2/20/2013		
815EU19.000U	160895	2013	CS	CA	30996745	815EU19.000U	WEATHERPRO FRTA CHAR TWD 19'	759120	2	30996745	3/6/2013	3/6/2013		
815EU20.000U	160890	2013	CS	CA	31097322	815EU20.000U	WEATHERPRO FRTA CHAR TWD 20'	766883	6	31097322	3/13/2013	3/13/2013		
815EU20.000U	160885	2013	CS	CA	30996743	815EU20.000U	WEATHERPRO FRTA CHAR TWD 20'	759120	4	30996743	3/6/2013	3/6/2013		
815EU20.000U	160895	2013	CS	CA	30897695	815EU20.000U	WEATHERPRO FRTA CHAR TWD 20'	751183	6	30897695	2/27/2013	2/27/2013		
815EU20.000U	160878	2013	CS	CA	30897696	815EU20.000U	WEATHERPRO FRTA CHAR TWD 20'	751183	6	30897696	2/27/2013	2/27/2013		
815EU20.000U	160889	2013	CS	CA	31097319	815EU20.000U	WEATHERPRO FRTA CHAR TWD 20'	766883	8	31097319	3/13/2013	3/13/2013		
815EU20.000U	160894	2013	CS	CA	31197387	815EU20.000U	WEATHERPRO FRTA CHAR TWD 20'	776678	4	31197387	3/20/2013	3/20/2013		
815EU20.000U	160899	2013	CS	CA	31398146	815EU20.000U	WEATHERPRO FRTA CHAR TWD 20'	791385	4	31398146	4/3/2013	4/3/2013	4/23/2013	614780
815FE16.000U	111011	2013	BS	CA	31299001	815FE16.000U	WEATHERPRO FRTA WAL/BRN TWD 16	780428	2	31299001	3/26/2013	3/27/2013	4/24/2013	615274
815FE16.000U	110975	2013	BS	CA	30897701	815FE16.000U	WEATHERPRO FRTA WAL/BRN TWD 16	751183	3	30897701	2/27/2013	2/27/2013		
815FE17.000U	110977	2013	BS	CA	30797616	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	742705	3	30797616	2/20/2013	2/20/2013		
815FE17.000U	110989	2013	BS	CA	31298998	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	780428	3	31298998	3/25/2013	3/27/2013		
815FE17.000U	111037	2013	BS	CA	31298999	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	780428	3	31298999	3/25/2013	3/27/2013		
815FE17.000U	110985	2013	BS	CA	31197392	815FE17.000U	WEATHERPRO FRTA LINEN 17'	776678	1	31197392	3/20/2013	3/20/2013		
815FE17.000U	110971	2013	BS	CA	30697008	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	734840	3	30697008	2/13/2013	2/13/2013		
815FE17.000U	110967	2013	BS	CA	30697009	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	734840	3	30697009	2/13/2013	2/13/2013		
815FE17.000U	110991	2013	BS	CA	30697010	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	734840	3	30697010	2/13/2013	2/13/2013		
815FE17.000U	111026	2013	BS	CA	30897698	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	751183	4	30897698	2/27/2013	2/27/2013		
815FE17.000U	110973	2013	BS	CA	30897699	815FE17.000U	WEATHERPRO FRTA WAL/BRN TWD 17	751183	4	30897699	2/27/2013	2/27/2013		

815FE17.001U	110987	2013	BS	CA	31097323	815FE17.001U	WEATHERPRO FRTA WAL/BRN TWD 17	766883	5	31097323	3/13/2013	3/13/2013	
815FE17.001U	111009	2013	BS	CA	31197389	815FE17.001U	WEATHERPRO FRTA WAL/BRN TWD 17	776678	2	31197389	3/20/2013	3/20/2013	
815FE17.001U	111002	2013	BS	CA	31398149	815FE17.001U	WEATHERPRO FRTA WAL/BRN TWD 17	791385	2	31398149	4/3/2013	4/3/2013	614780
815FE21.001U	160881	2013	CS	CA	30697007	815FE21.001U	WEATHERPRO FRTA WAL/BRN TWD 21	734840	4	30697007	2/13/2013	2/13/2013	
855EE17.000U	411226	2013	VT	DP	30996740	855EE17.000U	WPRO 6SLT 93.5"PRJ UNTWTD 17'	759135	1	30996740	3/6/2013	3/6/2013	
855EE17.000U	411233	2013	VT	DP	31298996	855EE17.000U	WPRO 6SLT 93.5"PRJ UNTWTD 17'	780434	1	31298996	3/26/2013	3/27/2013	615274
855EE17.001U	411216	2013	VT	DP	30697005	855EE17.001U	WPRO 6SLT 93.5"PRJ UNTWTD 17'	734852	1	30697005	2/13/2013	2/13/2013	
855EE17.001U	411232	2013	VT	DP	31398145	855EE17.001U	WPRO 6SLT 93.5"PRJ UNTWTD 17'	791394	1	31398145	4/3/2013	4/3/2013	
855EE17.001U	411239	2013	VT	DP	31197384	855EE17.001U	WPRO 6SLT 93.5"PRJ UNTWTD 17'	776692	1	31197384	3/20/2013	3/20/2013	
855EE18.000U	411219	2013	VS	DP	30996739	855EE18.000U	WPRO 6SLT 93.5"PRJ UNTWTD 18'	759135	2	30996739	3/6/2013	3/6/2013	
855EE18.000U	604645	2013	DT	DP	31298995	855EE18.000U	WPRO 6SLT 93.5"PRJ UNTWTD 18'	780434	2	31298995	3/26/2013	3/27/2013	
855EE18.000U	411193	2013	VT	DP	30797611	855EE18.000U	WPRO 6SLT 93.5"PRJ UNTWTD 18'	742708	2	30797611	2/20/2013	2/20/2013	
855EE18.000U	604604	2013	DS	DP	30797612	855EE18.000U	WPRO 6SLT 93.5"PRJ UNTWTD 18'	742708	2	30797612	2/20/2013	2/20/2013	
855EE18.001U	604640	2013	DS	DP	31097316	855EE18.001U	WPRO 6SLT 93.5"PRJ UNTWTD 18'	766906	1	31097316	3/13/2013	3/13/2013	615274
855EE18.001U	411228	2013	VT	DP	31197383	855EE18.001U	WPRO 6SLT 93.5"PRJ UNTWTD 18'	776692	2	31197383	3/20/2013	3/20/2013	
855EE18.061U	411215	2013	VT	DP	30697003	855EE18.061U	WPRO 6SLT LINEN TWEED 18'6"	734852	3	30697003	2/13/2013	2/13/2013	
855EE20.001U	604618	2013	DS	DP	30697004	855EE20.001U	WPRO 6SLT 93.5"PRJ UNTWTD 20'	734852	2	30697004	2/13/2013	2/13/2013	
855EE20.001U	604622	2013	DS	DP	30897693	855EE20.001U	WPRO 6SLT 93.5"PRJ UNTWTD 20'	751274	1	30897693	2/27/2013	2/27/2013	
855EE20.001U	160901	2013	CS	CA	31398144	855EE20.001U	WPRO 6SLT 93.5"PRJ UNTWTD 20'	791394	2	31398144	4/3/2013	4/3/2013	
855FE17.001U	411241	2013	VT	DP	31197378	855FE17.001U	WPRO 6SLT 93.5 PRJ HEMLOCK 17'	776692	6	31197378	3/20/2013	3/20/2013	613849
855EU19.001U	604605	2014	DS	DP	30696999	855EU19.001U	WPRO 6SLT 93.5"PRJ CHRC'L 19'	734852	6	30696999	2/13/2013	2/13/2013	
855EU19.001U	411246	2013	VT	DP	31398139	855EU19.001U	WPRO 6SLT 93.5"PRJ CHRC'L 19'	791394	6	31398139	4/3/2013	4/3/2013	614780
855EU20.000U	604626	2013	DS	DP	31097312	855EU20.000U	WPRO 6SLT 93.5"PRJ CHRC'L 20'	766906	5	31097312	3/13/2013	3/13/2013	618773
855EU20.000U	160870	2013	CS	CA	30996734	855EU20.000U	WPRO 6SLT 93.5"PRJ CHRC'L 20'	759135	5	30996734	3/6/2013	3/6/2013	
855EU20.000U	160853	2014	CS	CA	30797604	855EU20.000U	WPRO 6SLT 93.5"PRJ CHRC'L 20'	742708	7	30797604	2/20/2013	2/20/2013	615274
855EU20.001U	160874	2013	CS	CA	30696998	855EU20.001U	WPRO 6SLT 93.5"PRJ CHRC'L 20'	734852	7	30696998	2/13/2013	2/13/2013	
855EU21.001U	160900	2013	CS	CA	31197380	855EU21.001U	WPRO 6SLT 93.5"PRJ CHRC'L 21'	776692	4	31197380	3/20/2013	3/20/2013	
855EU21.001U	160916	2013	CS	CA	31398137	855EU21.001U	WPRO 6SLT 93.5"PRJ CHRC'L 21'	791394	8	31398137	4/3/2013	4/3/2013	
855FE17.000U	411205	2013	VL	DP	30797609	855FE17.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 17'	742708	4	30797609	2/20/2013	2/20/2013	
855FE17.000U	110962	2014	BS	CA	30797608	855FE17.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 17'	742708	4	30797608	2/20/2013	2/20/2013	
855FE18.000U	604628	2013	DS	DP	30996737	855FE18.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	759135	3	30996737	3/6/2013	3/6/2013	616729
855FE18.000U	604600	2013	DS	DP	30797606	855FE18.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	742708	5	30797606	2/20/2013	2/20/2013	
855FE18.000U	604615	2013	DS	DP	30797607	855FE18.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	742708	5	30797607	2/20/2013	2/20/2013	
855FE18.000U	604617	2013	DS	DP	30996738	855FE18.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	759135	3	30996738	3/6/2013	3/6/2013	
855FE18.000U	604644	2013	DS	DP	31298993	855FE18.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	780434	4	31298993	3/25/2013	3/27/2013	616530
855FE18.001U	604624	2013	DS	DP	30697001	855FE18.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	734852	4	30697001	2/13/2013	2/13/2013	
855FE18.001U	604607	2013	DS	DP	30697002	855FE18.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	734852	4	30697002	2/13/2013	2/13/2013	
855FE18.001U	604619	2013	DS	DP	30897692	855FE18.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	751274	2	30897692	2/27/2013	2/27/2013	
855FE18.001U	604631	2013	DS	DP	31398143	855FE18.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 18'	791394	3	31398143	4/3/2013	4/3/2013	
855FE19.000U	604639	2013	DS	DP	31298994	855FE19.000U	WPRO 6SLT 93.5 PRJ WAL/BRN 19'	780434	3	31298994	3/25/2013	3/27/2013	
855FE19.001U	604647	2013	DS	DP	31398142	855FE19.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 19'	791394	4	31398142	4/3/2013	4/3/2013	
855FE20.001U	604614	2013	DS	DP	30897690	855FE20.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 20'	751274	3	30897690	2/27/2013	2/27/2013	
855FE20.001U	604623	2013	DS	DP	30897691	855FE20.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 20'	751274	3	30897691	2/27/2013	2/27/2013	
855FE20.001U	604630	2013	DS	DP	31097316	855FE20.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 20'	766906	2	31097316	3/13/2013	3/13/2013	
855FE20.001U	604601	2013	DS	DP	31097317	855FE20.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 20'	766906	2	31097317	3/13/2013	3/13/2013	
855FE20.001U	604636	2013	DS	DP	31197381	855FE20.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 20'	776692	3	31197381	3/20/2013	3/20/2013	
855FE20.001U	604634	2013	DS	DP	31197382	855FE20.001U	WPRO 6SLT 93.5 PRJ WAL/BRN 20'	776692	3	31197382	3/20/2013	3/20/2013	
915GN14.001B	111012	2013	BT	CA	31197386	915GN14.001B	POWER PATIO FRTA-GRANITE 14'	776678	6	31197386	3/20/2013	3/20/2013	
915GN15.000B	110983	2013	BT	CA	30996742	915GN15.000B	POWER PATIO FRTA-GRANITE 15'	759120	5	30996742	3/6/2013	3/6/2013	
915GN15.001B	110990	2013	BT	CA	30897694	915GN15.001B	POWER PATIO FRTA-GRANITE 15'	751183	7	30897694	2/27/2013	2/27/2013	
915GN16.001B	111000	2013	BT	CA	31197385	915GN16.001B	POWER PATIO FRTA-GRANITE 16'	776678	7	31197385	3/20/2013	3/20/2013	
915GN16.008	110980	2013	BT	CA	30996741	915GN16.008	POWER PATIO FRTA-GRANITE 16'	759120	6	30996741	3/6/2013	3/6/2013	
915GN16.008	111001	2013	BT	CA	31298997	915GN16.008	POWER PATIO FRTA-GRANITE 16'	780428	4	31298997	3/25/2013	3/27/2013	615274