

Newmar Corporation Warranty Department

Technical Service Bulletin

Date Issued	Model Year(s) Affected	TSB #
6/24/2015	2015	423

Brand

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

Description

Xite Solutions TSB # 03-2015-001

Units affected: 2015 Essex, and King Aire with XSG2NA-X2 In Dash Infotainment Radio

The XSG2NA-X2 In Dash Infotainment Radio may enter into a reset cycle do to a possible high temperature protection. To identify the condition and affected product, the display screen will briefly turn white then begin to restart. This cycle may continue until temperatures lower in the dash cavity space.

Recommended Action

Contact a Warranty Service Representative at Newmar Corporation who will obtain proper head unit approval through River Park.

- This TSB is not authorizing automatic replacement. **Do not replace without prior authorization.**
- **Note:** The details of this condition must be verified, we will handle claims on case by case basis in conjunction with River Park.
- **Until the replacement can be performed, users may take the following steps:**
 - A:** For the XS90101E 7" radio, go into system settings, set the tilt to manual and position 2. This will provide an angle of the LCD screen which will allow for further cooling.
 - B:** Ensure that any heaters, etc are not leaking hot air into dash cavity space.

***Note:** If replacement unit is sent to you, Remove sd card out of old unit for use in replacement unit.

Flat Rate Code: TSB 423

Labor Time: .8 hr

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

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



Technical Service Bulletin

Bulletin #: 03-2015-001

Document Date: March 19, 2015

Document Owner: XSNA Tech Dept

Dist	OEM	Product	Product Description
River Park Inc	RV - ALL	XS90101E	XSG2NA-X2 In Dash Infotainment Radio

Description of Condition/Occurrence

The product listed above may enter into a reset cycle do to a possible high temperature protection. To identify the condition and affected product, when resetting the display screen will briefly turn white then begin to restart. This cycle may continue until temperatures lower in the dash cavity space. Replacement of the Head Unit is recommended.

In some cases the temperature may not exceed the safety threshold and reset however if the Head Unit feels excessively warm to the user then replacement is recommended.

Note: The temperatures of the Head Unit do not pose further risk to damage of the device, vehicle or other components however replacement should be done when possible.

Field Service Procedure

Owners with Head Units which show a condition as described above should contact their Dealer to have the device replaced. Dealers or Service personal can get their replacement Head Units by contacting River Park Inc. Technical Service Group.

Until the replacement can be performed, users may take the following steps:

- For the XS90101E 7" radio, go into system settings, set the tilt to manual and position 2. This will provide an angle of the LCD screen which will allow for further cooling.
- Ensure that any heaters, etc are not leaking hot air into dash cavity space

For further assistance please contact Customer Service at:

River Park Inc.
1-800-442-7717
navi@riverparkinc.com

www.riverparkinc.com

XiteSolutions North America Inc
support@xsna.ca

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis I	Date In Production	Date Off Production
4VZVU1E9XFC079481	530297	2015	KG	DB	4553	S	11/11/2014	11/20/2014
4VZVU1E94FC078715	530259	2015	KG	DB	4553	S	5/8/2014	5/19/2014
4VZVU1E91FC079255	530282	2015	KG	DB	4553	S	9/18/2014	9/29/2014
4VZVU1E94FC080223	530320	2015	KG	DB	4553	S	4/10/2015	4/21/2015
4VZVU1E93FC079239	530281	2015	KG	DB	4553	S	9/12/2014	9/23/2014
4VZVU1E9XFC079044	530272	2015	KG	DB	4553	S	8/20/2014	8/28/2014
4VZVU1E98FC079429	530292	2015	KG	DB	4553	S	10/30/2014	11/7/2014
4VZVU1E98FC080175	530314	2015	KG	DB	4599	S	4/8/2015	4/17/2015
4VZVU1E93FC080066	530309	2015	KG	DB	4599	S	3/3/2015	3/12/2015
4VZVU1E93FC079080	530277	2015	KG	DB	4553	S	8/4/2014	8/12/2014
4VZVU1E99EC079034	530266	2015	KG	DB	4599	S	6/17/2014	6/25/2014
4VZVU1E95FC080229	530311	2015	KG	DB	4553	S	2/24/2015	3/4/2015
4VZVU1E91FC079028	530273	2015	KG	DB	4553	S	7/10/2014	7/18/2014
4VZVU1E97FC079535	530317	2015	KG	DB	4599	S	4/29/2015	5/7/2015
4VZVU1E96FC078974	530268	2015	KG	DB	4553	S	6/24/2014	7/10/2014
4VZVU1E91EC079027	530261	2015	KG	DB	4593	S	5/20/2014	6/3/2014
4VZVU1E98FC079284	530284	2015	KG	DB	4553	S	9/25/2014	10/6/2014
4VZVU1E92FC080155	530310	2015	KG	DB	4553	S	3/31/2015	4/9/2015
4VZVU1E95FC079386	530291	2015	KG	DB	4553	S	10/29/2014	11/6/2014
4VZVU1E92FC079135	530275	2015	KG	DB	4503	S	8/21/2014	9/2/2014
4VZVU1E96FC079350	530288	2015	KG	DB	4553	S	10/14/2014	10/22/2014
4VZVU1E93FC078026	530247	2015	KG	DB	4553	S	3/7/2014	3/18/2014
4VZVU1E94FC079430	530293	2015	KG	DB	4553	S	11/4/2014	11/12/2014
4VZVU1E99FC079360	530289	2015	KG	DB	4553	S	10/21/2014	10/29/2014
4VZVU1E94FC079122	530274	2015	KG	DB	4503	S	7/31/2014	8/11/2014
4VZVU1E97EC079033	530265	2015	KG	DB	4584	S	5/22/2014	6/9/2014
4VZVU1E91FC079482	530295	2015	KG	DB	4553	S	12/4/2014	12/15/2014
4VZVU1E97FC079745	530299	2015	KG	DB	4553	S	2/4/2015	2/11/2015
4VZVU1E99FC079584	530301	2015	KG	DB	4553	S	12/15/2014	1/9/2015
4VZVU1E95FC079081	530276	2015	KG	DB	4553	S	8/8/2014	8/19/2014
4VZVU1E95FC078027	530255	2015	KG	DB	4503	S	3/26/2014	4/3/2014
4VZVU1E9XFC079528	530298	2015	KG	DB	4599	S	12/8/2014	12/16/2014
4VZVU1E98FC079043	530270	2015	KG	DB	4553	S	7/14/2014	7/22/2014
4VZVU1E91FC080146	530303	2015	KG	DB	4553	S	3/6/2015	3/16/2015
4VZVU1E96FC079283	530283	2015	KG	DB	4553	S	9/24/2014	10/2/2014
4VZVU1E97FC079311	530287	2015	KG	DB	4599	S	9/19/2014	9/30/2014
4VZVU1E93EC079031	530263	2015	KG	DB	4593	S	5/20/2014	6/4/2014
4VZVU1E99FC079763	530304	2015	KG	DB	4553	S	2/11/2015	2/18/2015
4VZVU1E9XFC079075	530269	2015	KG	DB	4503	S	7/25/2014	8/5/2014
4VZVU1E97FC079194	530279	2015	KG	DB	4553	S	9/9/2014	9/17/2014
4VZVU1E94FC078973	530262	2015	KG	DB	4553	S	6/9/2014	6/18/2014
4VZVU1E90FC079361	530290	2015	KG	DB	4503	S	10/22/2014	10/30/2014
4VZVU1E91FC079319	530286	2015	KG	DB	4553	S	10/1/2014	10/10/2014
4VZVU1E98FC079320	530285	2015	KG	DB	4503	S	10/6/2014	10/15/2014
4VZVU1E91FC079238	530280	2015	KG	DB	4553	S	9/16/2014	9/24/2014
4VZVU1E90EC079035	530267	2015	KG	DB	4584	S	6/19/2014	7/7/2014
4VZVU1E95EC079032	530264	2015	KG	DB	4593	S	5/21/2014	6/5/2014
4VZVU1E99FC080234	530321	2015	KG	DB	4553	S	5/5/2015	5/13/2015
4VZVU1E91FC079529	530300	2015	KG	DB	4553	S	12/12/2014	1/8/2015
4VZVU1E97FC079793	530307	2015	KG	DB	4553	S	2/27/2015	3/9/2015
4VZVU1E99FC079813	530306	2015	KG	DB	4553	S	2/24/2015	3/4/2015
4VZVU1E90FC079764	530305	2015	KG	DB	4553	S	2/13/2015	2/20/2015
4VZVU1E90FC079585	530302	2015	KG	DB	4553	S	1/27/2015	2/5/2015
4VZVU1E98FC078975	530271	2015	KG	DB	4503	S	7/7/2014	7/15/2014
4VZVU1E9XFC078492	530260	2015	KG	DB	4503	S	5/9/2014	5/21/2014
CHASSIS	530308	2015	KG	DB	4553	S		

Essex

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis I	Date In Production	Date Off Production
4VZVU1E98FC078491	801100	2015	EX	DP	4503	S	6/12/2014	6/23/2014
4VZVU1E98FC079348	801129	2015	EX	DP	4503	S	9/22/2014	10/1/2014
4UZFBG1FCGM1709	801119	2015	EX	DP	4553	FL	11/18/2014	12/1/2014
4VZVU1E91FC079577	801128	2015	EX	DP	4553	S	10/23/2014	11/3/2014
4VZVU1E98FC078684	801096	2015	EX	DP	4553	S	5/6/2014	5/14/2014
4VZVU1E9XFC079237	801111	2015	EX	DP	4553	S	9/2/2014	9/11/2014
4UZFBGXFCEGN7813	801137	2015	EX	DP	4553	FL	12/3/2014	12/11/2014
4UZFBG9FCFZ7054	801086	2015	EX	DP	4553	FL	3/24/2014	4/1/2014
4UZFBG5FCFY1336	801085	2015	EX	DP	4553	FL	3/28/2014	4/7/2014
4UZFBG8FCGK5202	801109	2015	EX	DP	4553	FL	7/17/2014	7/28/2014
4VZVU1E98FC079656	801126	2015	EX	DP	4501	S	11/10/2014	11/18/2014
4UZFBG4FCGK7898	801117	2015	EX	DP	4553	FL	8/7/2014	8/15/2014
4VZVU1E92FC079121	801116	2015	EX	DP	4553	S	7/29/2014	8/7/2014
4VZVU1E96FC079042	801099	2015	EX	DP	4553	S	6/11/2014	6/19/2014
4VZVU1E98FC079706	801136	2015	EX	DP	4503	S	11/24/2014	12/4/2014
4VZVU1E95FC079582	801144	2015	EX	DP	4553	S	11/3/2014	11/11/2014
4VZVU1E98FC079253	801112	2015	EX	DP	4553	S	9/5/2014	9/15/2014
4VZVU1E9XFC079254	801108	2015	EX	DP	4503	S	8/22/2014	9/3/2014
4UZFBG6FCGM9837	801158	2015	EX	DP	4553	FL	3/30/2015	4/8/2015
4VZVU1E93FC079743	801146	2015	EX	DP	4553	S	11/26/2014	12/8/2014
4UZFBG5FCGJ5291	801104	2015	EX	DP	4553	FL	7/9/2014	7/17/2014
4UZFBG4FCGM5740	801150	2015	EX	DP	4553	FL	12/17/2014	1/14/2015
4UZFBG8FCGL4997	801107	2015	EX	DP	4503	FL	8/12/2014	8/20/2014
4VZVU1E96FC079705	801131	2015	EX	DP	4553	S	11/14/2014	11/24/2014
4VZVU1E95FC079811	801155	2015	EX	DP	4553	S	3/13/2015	3/23/2015
4VZVU1E96FC079073	801102	2015	EX	DP	4503	S	6/20/2014	7/9/2014
4UZFBGXFCEGM1708	801130	2015	EX	DP	4503	FL	10/13/2014	10/21/2014
4VZVU1E95FC079193	801121	2015	EX	DP	4553	S	8/18/2014	8/27/2014
4UZFBG8FCGL9908	801122	2015	EX	DP	4553	FL	8/21/2014	8/29/2014
4VZVU1E9XFC079318	801124	2015	EX	DP	4553	S	9/17/2014	9/26/2014
4VZVU1E9XFC079707	801139	2015	EX	DP	4553	S	11/25/2014	12/5/2014
4VZVU1E91FC079580	801148	2015	EX	DP	4553	S	11/6/2014	11/17/2014
4VZVU1E97FC079079	801113	2015	EX	DP	4553	S	7/18/2014	7/29/2014
4VZVU1E93FC079578	801140	2015	EX	DP	4553	S	10/30/2014	11/10/2014
4VZVV1E92FC078029	801082	2015	EX	DP	4503	S	3/11/2014	3/20/2014
4VZVU1E99FC079133	801105	2015	EX	DP	4503	S	8/14/2014	8/25/2014
4VZVU1E98FC079527	801134	2015	EX	DP	4553	S	10/7/2014	10/15/2014
4UZFBG5FCGK0331	801110	2015	EX	DP	4503	FL	7/15/2014	7/24/2014
4VZVU1E96FC079428	801132	2015	EX	DP	4503	S	10/3/2014	10/13/2014
4UZFBG8FCGN7812	801151	2015	EX	DP	4553	FL	1/7/2015	1/16/2015
4VZVU1E90FC080042	801164	2015	EX	DP	4599	S	5/15/2015	5/27/2015
4VZVU1E95FC079310	801120	2015	EX	DP	4553	S	9/4/2014	9/12/2014
4UZFBG7FCGL4621	801114	2015	EX	DP	4553	FL	7/25/2014	8/4/2014
4VZVU1E99FC079309	801123	2015	EX	DP	4503	S	9/11/2014	9/19/2014
4VZVU1E90FC079795	801159	2015	EX	DP	4553	S	2/26/2015	3/6/2015
4VZVU1E95FC079873	801156	2015	EX	DP	4553	S	4/21/2015	4/29/2015
4VZVU1E99FC079794	801143	2015	EX	DP	4553	S	1/20/2015	1/28/2015
4VZVU1E93FC079581	801147	2015	EX	DP	4553	S	11/5/2014	11/14/2014
4VZVU1E97FC079583	801145	2015	EX	DP	4553	S	11/13/2014	11/21/2014
4VZVU1E95FC079579	801141	2015	EX	DP	4553	S	10/28/2014	11/5/2014
4VZVU1E9XFC079576	801135	2015	EX	DP	4553	S	10/16/2014	10/24/2014
4VZVU1E91FC079563	801133	2015	EX	DP	4503	S	10/9/2014	10/17/2014
4VZVU1E9XFC079349	801127	2015	EX	DP	4503	S	9/29/2014	10/8/2014
4VZVU1E98FC079480	801125	2015	EX	DP	4553	S	10/10/2014	10/20/2014
4VZVU1E94FC079282	801118	2015	EX	DP	4553	S	8/29/2014	9/10/2014
4VZVU1E97FC079762	801149	2015	EX	DP	4553	S	12/16/2014	1/12/2015

4VZVU1E95FC079744	801138	2015 EX	DP	4553 S	12/10/2014	12/18/2014
4VZVU1E90FC079120	801106	2015 EX	DP	4553 S	7/22/2014	7/31/2014
4UZFACTBG4FCGM9836	801152	2015 EX	DP	4553 FL	1/13/2015	1/21/2015
4UZFACTBG9FCGP9821	801142	2015 EX	DP	4553 FL	11/20/2014	12/3/2014
4UZFACTBG5FCGP2297	801166	2015 EX	DP	4503 FL	6/1/2015	6/10/2015
4UZFACTBG0FCGP8380	801165	2015 EX	DP	4503 FL	6/5/2015	6/17/2015
4UZFACTBG3FCGF3680	801088	2015 EX	DP	4553 FL	4/3/2014	4/11/2014
CHASSIS	801154	2015 EX	DP	4553 S		

Canadian Units

VIN Number	Production Number	Model Year	Brand	Type	Floor Plan	Chassis I	Date In Production	Date Off Production
4VZVU1E96FC079512	530296	2015	KG	DB	4503 S		12/1/2014	12/9/2014
4VZVU1E90FC080154	530294	2015	KG	DB	4503 S		3/23/2015	3/31/2015
4VZVU1E90FC079134	530278	2015	KG	DB	4503 S		8/26/2014	9/5/2014
4VZVU1E93FC080147	530316	2015	KG	DB	4553 S		3/18/2015	3/26/2015
4VZVU1E98FC079074	801103	2015	EX	DP	4553 S		6/25/2014	7/14/2014
4VZVU1E97FC079812	801157	2015	EX	DP	4503 S		4/6/2015	4/14/2015
4VZVU1E93FC079192	801115	2015	EX	DP	4503 S		8/11/2014	8/20/2014