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Building #42
Nappanee, IN 46550

Newmar Corporation

Warranty Department

Dealer Svc. 866-290-5371
Customer Svc. 800-731-8300

Technical Service Bulletin

Date Issued	Model Year(s) Affected	TSB #
11/18/2015	2014, 2015	430

Brand

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

Description

Newmar Corp. has decided some 2014 and 2015 Canyon Star motorhomes (floorplan 3921) may not have a heat duct installed on the fresh water bay. Attached is a population list of the affected units.

Issue: Some vehicles may not have a 2" heat duct installed on the fresh water tank bay.

Condition: This condition may cause the fresh water supply to freeze in cold weather.

Recommended Action

Resolution:

1. Verify that the coach number is on the attached list of affected units.
2. Order parts from attached list.
3. Follow the attached service procedure to correct the condition.

Flat Rate Code: TSB 430

Labor Time: 1.0 hr.

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

If further assistance is needed, contact Newmar Service Department@ 1 866-290-5371

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

How to Install a Heat Duct on a Fresh Water Tank Bay

Relevant Coaches

Brand: Canyon Star
Year(s): 2014, 2015
Floorplan: 3921

Issue

Some vehicles may not have a 2" heat duct installed on the fresh water tank bay. This condition may cause the fresh water supply to freeze in cold weather.

Action

Follow the service procedure below to correct the condition. The approximate time to complete this repair is one hour.

Necessary Tools & Parts

Cordless Drill
2 3/8" Hole Saw
Caulk Gun
#2 Square Screw Gun Bit

Part Name	Part Quantity	Newmar Part Number
Flex Duct	.5 ea.	16799
Furnace Duct Collar	1 ea.	23799
Register Rotaire 2" Stool Room	1 ea.	109280
Pipe Insulation	1 ea.	133549
15 1/2" Cable Tie with Mounting Hole	3 ea.	75495 Due to 111229 being discontinued
8" Cable Tie with Mounting Hole	14 ea.	107158
8 3/4" Self-Tapping Screws (Black)	.012 ea.	31167
Black Silicone	1 ea.	24114

Service Procedure

Step 1

Locate the gray tank and the steel cross member. Drill a 2 3/8" hole through the black plastic and into the duct between the gray tank and the steel cross member, approximately 21" from the lip at the cargo door opening. Note: Clearance is sufficient for a cordless drill.



Image 1.1



Image 1.2

Step 2

Drill a second 2 3/8" hole in the cargo bay wall for the duct. This hole will be approximately 14 1/4" above the floor of the cargo bay and approximately 23" over from the lip at the cargo door opening.



Image 2.1



Image 2.2

Step 3

Drill a third $2\frac{3}{8}$ " hole in the cargo wall. This hole will be $9\frac{1}{2}$ " above the floor of the cargo bay and approximately 3" over from lip of the cargo bay opening.



Image 3.1

Step 4

Prep the duct before installation by inserting the flex duct into pipe insulation (6 ft.). Stretch the duct out, allowing one end to hang out of the insulation by approximately 3". Using cable ties, close and secure the insulation to the flex duct, allowing the excess to protrude from the other end of the duct insulation.



Image 4.1

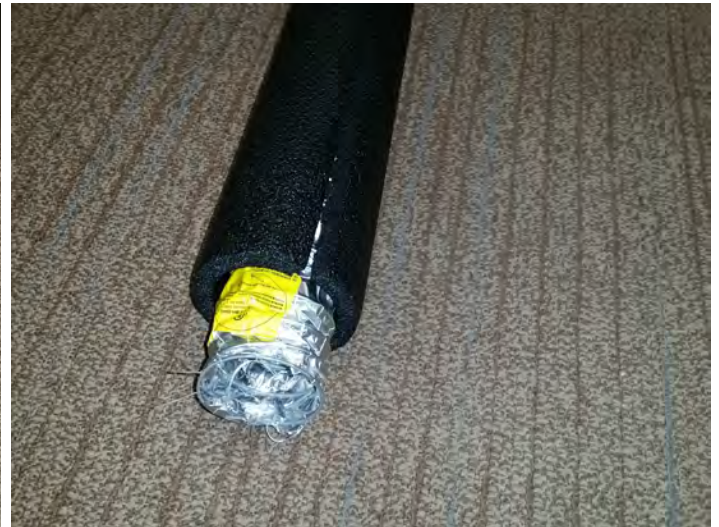


Image 4.2

Step 5

Run the duct behind the step well. Push the longer, non-insulated portion into the cargo area and the other end into the fresh tank bay.



Image 5.1



Image 5.2



Image 5.3



Image 5.4



Image 5.5

Step 6

With screws, fasten the duct to a 2" register rotative and to wall of the cargo bay.



Image 6.1



Image 6.2

Step 7

Secure the insulated duct with zip ties and secure with screws in the following locations:

- Middle of the step well area
- Side of the step well area
- By the fresh water tank compartment



Image 7.1

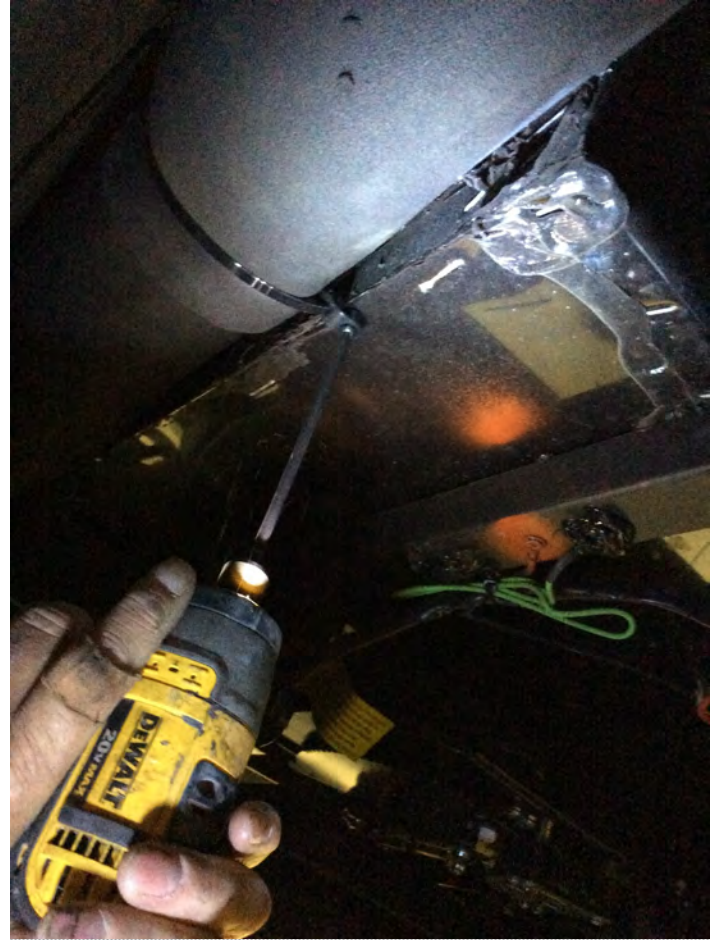


Image 7.2



Image 7.3



Image 7.4

Step 8

Prep the furnace duct collar by flattening the notches with a hammer, allowing it to fasten to the floor easier. Pre-drill a hole in the collar. This will be used later when attaching it with a screw.



Image 8.1



Image 8.2

Step 9

Run the 2" duct under the grey tank. Stretch it out, and fasten it with two zip ties with mounting holes to hold it in place near the tank.



Image 9.1



Image 9.2

Step 10

Cut and remove the excess duct. Fasten the prepped collar to the 2" duct with a couple of screws. Then, attach it to the floor/duct where the hole was drilled in step one. Place a bead of silicone around the collar. Slip the lip of the collar above the steel cross member, and install a self-tapping screw through the hole drilled in step eight.



Image 10.1

Step 11

Using black silicone, seal around the duct. When finished, clean the bay area thoroughly.



Image 11.1

VIN Number	Production #	Year	Brand	Type	Floor Plan	Chassis	Date In Production	Date Off Production
1F66F5DY4D0A06916	160852	2014	CS	CA	3921	F	2/22/2013	3/5/2013
1F66F5DY1E0A01206	161065	2014	CS	CA	3921	F	10/14/2013	10/23/2013
1F66F5DYXE0A05013	161067	2014	CS	CA	3921	F	2/3/2014	2/12/2014
1F66F5DY2E0A00498	161068	2014	CS	CA	3921	F	9/23/2013	10/2/2013
1F66F5DY2E0A02915	161069	2014	CS	CA	3921	F	11/7/2013	11/18/2013
1F66F5DY4E0A00096	161071	2014	CS	CA	3921	F	9/18/2013	9/26/2013
1F66F5DY8E0A01199	161073	2014	CS	CA	3921	F	10/10/2013	10/21/2013
1F66F5DY0E0A00094	161074	2014	CS	CA	3921	F	9/10/2013	9/18/2013
1F66F5DY4E0A01345	161075	2014	CS	CA	3921	F	10/10/2013	10/21/2013
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1F66F5DY2E0A02588	161102	2014	CS	CA	3921	F	11/4/2013	11/12/2013
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1F66F5DY0E0A02914	161123	2014	CS	CA	3921	F	11/7/2013	11/15/2013
1F66F5DY2E0A03904	161124	2014	CS	CA	3921	F	12/5/2013	12/16/2013
1F66F5DY8E0A05009	161126	2014	CS	CA	3921	F	1/21/2014	1/30/2014
1F66F5DY0E0A04243	161134	2014	CS	CA	3921	F	1/14/2014	1/22/2014
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1F66F5DY0E0A04596	161143	2014	CS	CA	3921	F	1/17/2014	1/27/2014
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1F66F5DY0E0A06462	161165	2014	CS	CA	3921	F	4/9/2014	4/17/2014
1F66F5DY5E0A05744	161187	2014	CS	CA	3921	F	3/7/2014	3/19/2014
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1F66F5DY5E0A06991	161259	2014	CS	CA	3921	F	4/24/2014	5/5/2014
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1F66F5DY4E0A08991	161286	2015	CS	CA	3921	F	6/2/2014	6/11/2014
1F66F5DY5E0A10734	161294	2015	CS	CA	3921	F	6/25/2014	7/11/2014
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1F66F5DXYE0A15847	161374	2015	CS	CA	3921	F	10/20/2014	10/29/2014
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