

NEWMAR CORPORATION

WARRANTY

DEPARTMENT

TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	TSB #
10/16/2017	2018	487 Amended

MODEL

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

DESCRIPTION

Riverpark, Inc. has recently discovered an issue with some of their SD cards that may make the dash radio freeze, run slow, and/or reboot. After testing, Riverpark believes that some of the Kingston SD cards were defective from the factory. In response to their findings, Newmar Corporation is issuing TSB 487 to inform dealers and service personnel of the defective parts.

Issue: When the SD card plays in the Xite Infotainment Center, it loses communication after a period of time (typically 7-10 minutes). The system becomes sluggish and tries to re-boot continuously. This is partly due to the inability to read the cards information quickly enough, causing the radio's CPU to "max out," resulting in the previously described freezing and rebooting symptoms.

Affected Units: Refer to the attached population list for specific coach and VIN numbers.

RECOMMENDED ACTION

Repair Procedure: Xite and Rand McNally have advised RiverPark to replace all cards from the affected batch with a new shipment that has been tested by and meets Rand McNally's quality control standards. If the Xite Infotainment system is experiencing any of the previously mentioned issues, and the coach is mentioned on the attached population list, follow the attached instructions to remove and replace the SD card. Contact your Newmar Service Account Manager to obtain authorization and order the necessary parts.

Flat Rate Code: TSB 487

Labor time .25 hrs

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

How to Change an Xite Infotainment Center SD Card

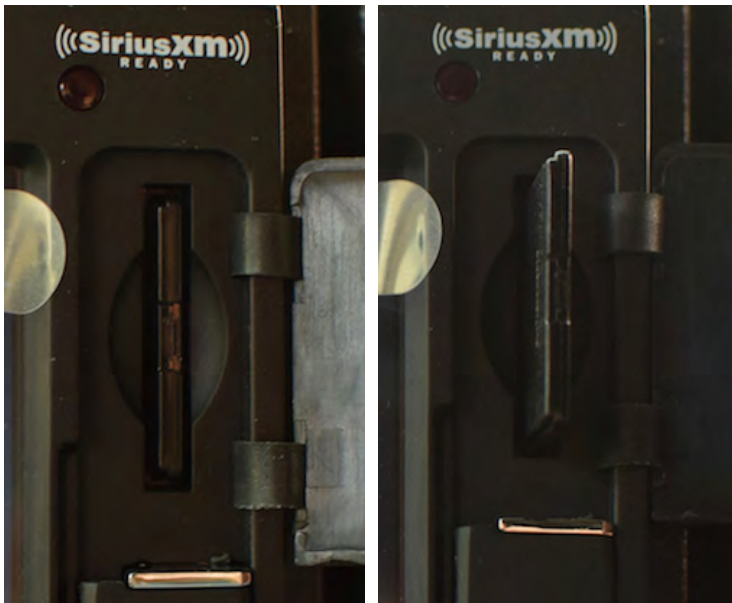
Xite XSG2NA XS901111 Infotainment System

(Applies to 2018 Bay Star, Bay Star Sport, Canyon Star, Ventana, Ventana LE, Dutch Star coaches)



To change the SD Card in the Xite XSG2NA XS901111 system:

1. Find the "Nav Card" lid.
3. Open the "Nav Card" door.
4. Press in and release the old SD card to pop it out.
5. Remove the old card (right image).
6. Install a new card (left image).
7. Close the "Nav Card" lid.
8. Test the system.



Xite XSG2 XS90101 Infotainment System

(Applies to 2018 London Aire and Mountain Aire coaches)



To change the SD card in the Xite XSG2 XS90101 system:

1. Press the **EJECT** button. The screen will tilt to expose the SD card.



2. Press in and release the old SD card to pop it out.



5. Remove the old card (right image).
6. Install a new card (left image).
7. The screen will close after a short amount of time.
8. Test the system.

Xite XSG3NA XS90115 Infotainment System

(Applies to 2018 New Aire, Essex, and King Aire coaches)



To change the SD card in the XSG3NA XS90115 Xite System:



1. Open the panel access (attached with Velcro) for the top of the dash.
2. Locate the Xite box.



3. Remove the two screws attaching the box to the firewall.



4. Pull the box out of the dash to reach the SD card.



5. Remove the old card (right image).
6. Install a new card (left image).
7. Reinstall the box, and re-fasten it to the firewall with two screws.
8. Test the system.

Prod#	VIN#	Year	Brand	Type	Floor Plan	Date In	Date Off
112820	1F66F5DY0J0A00137	2018	BS	CA	3414	6/7/2017	6/7/2017
112823	1F66F5DY6J0A00773	2018	BS	CA	3532	6/27/2017	6/27/2017
112827	1F66F5DY5J0A00134	2018	BS	CA	3403	6/8/2017	6/8/2017
112828	1F66F5DY7H0A15874	2018	BT	CA	2903	6/29/2017	6/29/2017
112842	1F66F5DY9J0A00573	2018	BS	CA	3113	6/20/2017	6/20/2017
112864	1F66F5DY4J0A00576	2018	BS	CA	3414	6/21/2017	6/21/2017
112882	1F66F5DYXJ0A00579	2018	BS	CA	3401	6/28/2017	6/28/2017
112924	1F66F5DY2J0A00138	2018	BS	CA	3414	6/8/2017	6/8/2017
112925	1F66F5DY3J0A00973	2018	BS	CA	3532	6/28/2017	6/28/2017
162111	1F66F5DY9J0A01352	2018	CS	CA	3921	6/23/2017	6/23/2017
162120	1F66F5DY4J0A00142	2018	CS	CA	3710	6/7/2017	6/7/2017
162121	1F66F5DYXJ0A00775	2018	CS	CA	3710	6/12/2017	6/12/2017
162122	1F66F5DY3J0A00777	2018	CS	CA	3924	6/13/2017	6/13/2017
162127	1F66F5DY9J0A01187	2018	CS	CA	3710	6/23/2017	6/23/2017
162154	1F66F5DY7J0A01186	2018	CS	CA	3924	6/16/2017	6/16/2017
162158	1F66F5DY1J0A00776	2018	CS	CA	3921	6/19/2017	6/19/2017
413283	4UZFCHE9JCJT5525	2018	VT	DP	4369	7/10/2017	7/10/2017
413284	4UZAB2FC1JCJS6732	2018	VL	DP	3709	6/9/2017	6/9/2017
413285	4UZAB2FCXJCJS6731	2018	VL	DP	3436	6/16/2017	6/16/2017
413287	4UZFCHE8JCJR8342	2018	VT	DP	4326	6/9/2017	6/9/2017
413288	4UZFCHE1JCJS6740	2018	VT	DP	4369	6/16/2017	6/16/2017
413291	4UZFCHE8JCJR6364	2018	VT	DP	4310	6/2/2017	6/2/2017
413292	4UZFCHE6JCJR6363	2018	VT	DP	4326	6/5/2017	6/5/2017
413293	4UZFCHE3JCJS2401	2018	VT	DP	4326	6/12/2017	6/12/2017
413294	4UZFCHE0JCJT1847	2018	VT	DP	4326	6/19/2017	6/19/2017
413297	4UZACHFC1JCJD9881	2018	VT	DP	3436	6/1/2017	6/1/2017
413298	4UZACHFC1JCJR6358	2018	VT	DP	3715	6/2/2017	6/2/2017
413300	4UZFCHE5JCJS6739	2018	VT	DP	4037	6/6/2017	6/6/2017
413301	4UZFCHE4JCJR8340	2018	VT	DP	4037	6/12/2017	6/12/2017
413302	4UZAB2FC3JCJS2391	2018	VL	DP	3436	6/19/2017	6/19/2017
413303	4UZAB2FC4JCJR8332	2018	VL	DP	3436	6/13/2017	6/13/2017
413312	4UZACHFC9JCJS8454	2018	VT	DP	3407	6/23/2017	6/23/2017
413315	4UZFCHE1JCJS2400	2018	VT	DP	4002	6/19/2017	6/19/2017
413319	4UZACHFC9JCJS6736	2018	VT	DP	3715	6/20/2017	6/20/2017
413320	4UZACHFC5JCJR8338	2018	VT	DP	3715	6/13/2017	6/13/2017
413322	4UZACHFC9JCJS2394	2018	VL	DP	4002	6/14/2017	6/14/2017
413325	4UZFCHE3JCJS6741	2018	VT	DP	4326	6/26/2017	6/26/2017
413328	4UZACHFC4JCJR6354	2018	VL	DP	4048	6/20/2017	6/20/2017
413329	4UZACHFC0JCJS8455	2018	VT	DP	3709	6/26/2017	6/26/2017
413338	4UZAB2FC1JCJS8450	2018	VL	DP	3436	6/29/2017	6/29/2017
413339	4UZAB2FC3JCJS8451	2018	VL	DP	3709	7/10/2017	7/10/2017
413347	4UZACHFC2JCJS2396	2018	VT	DP	3412	6/27/2017	6/27/2017
413349	4UZACHFC0JCJS6737	2018	VT	DP	3709	6/20/2017	6/20/2017
413353	4UZFCHE3JCJS6738	2018	VT	DP	4037	6/27/2017	6/27/2017
413354	4UZACHFC1JCJR8336	2018	VT	DP	3436	6/13/2017	6/13/2017
413357	4UZFCHE5JCJS8457	2018	VT	DP	4369	6/28/2017	6/28/2017

Prod#	VIN#	Year	Brand	Type	Floor Plan	Date In	Date Off
413363	4UZACHFC7JCJS2393	2018	VL	DP	4002	6/7/2017	6/7/2017
413373	4UZCFHFE7JCJS8458	2018	VT	DP	4308	6/28/2017	6/28/2017
413386	4UZACHFC8JCJR8334	2018	VL	DP	4037	6/21/2017	6/21/2017
413387	4UZCFHFE8JCJR8339	2018	VT	DP	4037	6/6/2017	6/6/2017
413424	4UZACHFCXJCJR8335	2018	VL	DP	4048	6/15/2017	6/15/2017
413426	4UZACHFC2JCJT1843	2018	VT	DP	3715	6/29/2017	6/29/2017
413459	4UZCFHFE5JCJS2402	2018	VT	DP	4310	6/16/2017	6/16/2017
501508	4VZVU1E9XJC083765	2018	LA	DP	4531	6/12/2017	6/12/2017
501518	4VZVU1E91JC083766	2018	LA	DP	4531	6/14/2017	6/14/2017
530427	4VZVU1E91JC083881	2018	KG	DB	4531	6/9/2017	6/19/2017
530428	4VZVU1E90JC083788	2018	KG	DB	4531	6/2/2017	6/12/2017
530429	4VZVU1E91JC083900	2018	KG	DB	4531	6/19/2017	6/28/2017
530442	4VZVU1E93JC083901	2018	KG	DB	4531	6/26/2017	7/12/2017
606697	4UZCFHFE1JCJR8344	2018	DS	DP	4018	6/2/2017	6/2/2017
606698	4UZACHFE9JCJR6366	2018	DS	DP	3736	6/5/2017	6/5/2017
606699	4UZACHFEXJCJS2406	2018	DS	DP	3736	6/5/2017	6/5/2017
606705	4UZCFHFE0JCJS8463	2018	DS	DP	4326	6/19/2017	6/19/2017
606706	4UZCFHFE8JCJS6749	2018	DS	DP	4326	6/19/2017	6/19/2017
606708	4VZAU1D99JC083773	2018	DS	DP	4310	6/8/2017	6/8/2017
606711	4UZCFHFE9JCJR8351	2018	DS	DP	4326	6/6/2017	6/6/2017
606712	4UZCFHFE4JCJS2407	2018	DS	DP	4018	6/9/2017	6/9/2017
606713	4UZCFHFE3JCJR8345	2018	DS	DP	4018	6/6/2017	6/6/2017
606715	4UZCFHFE7JCJR8350	2018	DS	DP	4369	6/7/2017	6/7/2017
606716	4VZAU1D95JC083771	2018	DS	DP	4327	6/1/2017	6/1/2017
606721	4VZAU1D95JC083768	2018	DS	DP	4052	6/20/2017	6/20/2017
606736	4VZAU1D93JC083896	2018	DS	DP	4369	6/23/2017	6/23/2017
606738	4VZAU1D95JC083785	2018	DS	DP	4369	6/12/2017	6/12/2017
606752	4VZAU1D95JC083897	2018	DS	DP	4362	6/27/2017	6/27/2017
606753	4VZAU1D90JC083774	2018	DS	DP	4362	6/13/2017	6/13/2017
606757	4UZCFHFE4JCJS6747	2018	DS	DP	4018	6/26/2017	6/26/2017
606758	4UZCFHFE6JCJS2408	2018	DS	DP	4018	6/13/2017	6/13/2017
606787	4VZAU1D94JC083759	2018	DS	DP	4018	6/14/2017	6/14/2017
606791	4UZCFHFE2JCJS8464	2018	DS	DP	4369	6/20/2017	6/20/2017
606801	4UZCFHFE4JCJS6750	2018	DS	DP	4310	6/14/2017	6/14/2017
606817	4UZCFHFE0JCJT1850	2018	DS	DP	4327	6/27/2017	6/27/2017
606820	4VZAU1D90JC083760	2018	DS	DP	4052	6/15/2017	6/15/2017
606822	4VZAU1D93JC083784	2018	DS	DP	4369	6/15/2017	6/15/2017
606823	4VZAU1D91JC083878	2018	DS	DP	4369	6/21/2017	6/21/2017
606825	4VZAU1D93JC083879	2018	DS	DP	4362	6/21/2017	6/21/2017
606828	4UZACHFE2JCJS8460	2018	DS	DP	3736	6/15/2017	6/15/2017
606832	4VZAU1D97JC083769	2018	DS	DP	4018	6/22/2017	6/22/2017
606833	4UZCFHFE2JCJT5527	2018	DS	DP	4018	6/28/2017	6/28/2017
606834	4VZAU1D92JC083758	2018	DS	DP	4018	6/9/2017	6/9/2017
606835	4UZCFHFE6JCJS6748	2018	DS	DP	4018	6/22/2017	6/22/2017
606859	4UZCFHFE9JCJS8462	2018	DS	DP	4018	6/28/2017	6/28/2017
606860	4VZAU1D93JC083770	2018	DS	DP	4018	6/22/2017	6/22/2017

Prod#	VIN#	Year	Brand	Type	Floor Plan	Date In	Date Off
606871	4UZCFHFE5JCJS6790	2018	DS	DP	4311	6/23/2017	6/23/2017
710218	4UZACEFC1JCJR6374	2018	NA	DP	3343	6/27/2017	7/13/2017
710250	4UZACEFC3JCJR6375	2018	NA	DP	3341	6/29/2017	7/17/2017
801250	4VZVU1E99JC083787	2018	EX	DP	4531	6/21/2017	6/29/2017
801253	4UZCFCTFG7JCJR3945	2018	EX	DP	4531	6/15/2017	6/23/2017
801254	4VZVU1E98JC083778	2018	EX	DP	4531	6/7/2017	6/15/2017
801256	4UZCFCTFG3JCJS6792	2018	EX	DP	4531	6/28/2017	7/14/2017
904536	4VZVU1E92JC083789	2018	MA	DP	4047	6/14/2017	6/14/2017
904540	4VZVU1E92JC083775	2018	MA	DP	4531	6/16/2017	6/16/2017
904541	4VZVU1E96JC083780	2018	MA	DP	4047	6/6/2017	6/6/2017
904546	4VZVU1E94JC083955	2018	MA	DP	4047	6/22/2017	6/22/2017
904565	4VZVU1E98JC083764	2018	MA	DP	4531	6/12/2017	6/12/2017
904567	4VZVU1E94JC083776	2018	MA	DP	4531	6/23/2017	6/23/2017