

# NEWMAR CORPORATION

## WARRANTY DEPARTMENT

### TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED		TSB #		
4/6/2018	2018		518		
MODEL					
Bay Star Sport	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Essex	<input checked="" type="checkbox"/>
Bay Star	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	King Aire	<input checked="" type="checkbox"/>
Canyon Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	New Aire	<input type="checkbox"/>
Ventana LE	<input type="checkbox"/>	London Aire	<input type="checkbox"/>	Other	<input type="checkbox"/>
DESCRIPTION					
<p>Spartan Motors USA, Inc. has provided CSB18-560-001 documentation to Newmar regarding certain 2018 King Aire and Essex coaches with possible unintended warnings or messages displaying on the digital dash. Newmar is publishing this TSB to help inform our dealers and customers.</p> <p><b>Issue:</b> The dash may produce unintended warnings or messages or may not operate within the parameters of design intent.</p> <p><b>Correction:</b> The digital dash must be updated with the newest software version, and its corresponding data collector module must be replaced.</p> <p><b>Units affected:</b> Refer to the attached population list for specific VIN numbers supplied by Spartan.</p>					
RECOMMENDED ACTION					
<p><b>Procedure:</b> Contact Spartan's Customer and Product Support department to obtain the work authorization number and warranty parts needed for this repair at (800)393-8861 (option 0, if no technical assistance is needed) or (option 1, if technical assistance is required). Spartan will ship the parts kit to service centers authorized by Spartan to perform the update. The attached work instructions are provided by Spartan and are also included in the parts kit.</p> <p>Flat Rate code: TSB 518      Labor time: 1.0 hr. (as determined by Spartan)</p> <p><b>Note:</b> Newmar will not be authorizing this repair. Spartan will authorize and schedule this repair. If you need help contacting Spartan, contact your Service Account Manager at Newmar for assistance.</p> <p><b><i>Please read this bulletin in its entirety prior to beginning any diagnosis or repairs.</i></b></p>					



**SPECIALTY VEHICLES**

1541 Reynolds Rd. Charlotte, MI 48813 | P: 517.543.6400  
**SPARTANMOTORS.COM**

April 5, 2018

RE: Notice of Campaign Service Bulletin: **CSB18-560-001**

Dear Service Manager,

Attached is a copy of Campaign Service Bulletin **CSB18-560-001** regarding the digital dash and data collector module.

This service bulletin applies to any model year 2018 Newmar King Aire and Essex, as well as any model year 2018 Foretravel Realm and IH-45, built between November 11, 2016 and October 2, 2017.

The condition exists where the dash may produce unintended warnings or messages, or may not operate within parameters of design intent.

The digital dash must be updated to the newest software version and its corresponding data collector module must be replaced. To complete the update to the digital dash you will need an OmniScope Adapter.

Labor time for this repair is 1 hour.

If you do not require technical assistance regarding this repair, please contact our Customer and Product Support department to obtain the work authorization number and warranty parts needed for this repair at 1.800.393.8861 opt. 0.

If technical assistance is required regarding this repair, please contact our Customer and Product Support department to speak with one of our technical associates at 1.800.393.8861 option 1.

Although **this is not a safety recall**, Spartan Motors USA, Inc. is committed to serving you with your best interests in mind.

Sincerely,

Spartan Motors USA, Inc.



**SPECIALTY VEHICLES**

1541 Reynolds Rd. Charlotte, MI 48813 | P: 517.543.6400  
**SPARTANMOTORS.COM**

April 5, 2018

RE: Notice of Campaign Service Bulletin: **CSB18-560-001**

Dear Valued Customer:

A recent decision was made to issue a Campaign Service Bulletin, **CSB18-560-001**, for any model year 2018 Newmar King Aire and Essex, as well as any model year 2018 Foretravel Realm and IH-45, built between November 11, 2016 and October 2, 2017.

A condition may exist where the dash may produce unintended warnings or messages, or may not operate within parameters of design intent.

Labor time is 1 hour.

**Please note:**

***The Vehicle Identification Number (VIN#) affected by this campaign is on the first line of the address above.***

Your satisfaction with our product is important to us. We are initiating this contact with you so that you will, at your earliest opportunity, take your vehicle in for the recommended service. In doing so, we can be certain that you have the best product available for optimal performance.

**Carefully follow the instructions below to have your vehicle serviced:**

- You do not need to call Spartan Specialty Vehicles to find the facility most convenient to you. These facilities can be located on Spartan's website: [spartanchassis.com/cs/service/service\\_centers.asp](http://spartanchassis.com/cs/service/service_centers.asp)
- If you lack access to the internet call **1.800.543.4277 opt 0** for locations. When calling, please have available the last 8 digits of your VIN#.

Although **this is not a safety recall**, Spartan Specialty Vehicles is committed to serving you with your best interests in mind.

Sincerely,

Spartan Motors USA, Inc.



**DATE:** 3-26-18

**APPLIES TO:** This service bulletin applies to any model year 2018 Newmar King Aire and Essex, as well as any model year 2018 Foretravel Realm and IH-45 built between November 11<sup>th</sup>, 2016 and October 2<sup>nd</sup>, 2017.

**CONDITION:** The dash may produce unintended warnings or messages, or may not operate within parameters of design intent.

**CORRECTION:** The digital dash must be updated to newest software version and its corresponding data collector module must be replaced. To complete update to digital dash you will need an OmniScope Adapter.

**LABOR ALLOCATION:** 1 hour

**CLASSIFICATION:** V 3

**PARTS NEEDED:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	S-2627-XXX	Choose correct configuration kit

**Kit # S-2627-001 Contains:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	2035-NN1-001	TM120 Module – Foretravel
1	CSB18-560-001	Instruction Document

**Kit # S-2627-002 Contains:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	2035-NN1-002	TM120 Module – King Aire
1	CSB18-560-001	Instruction Document

**Kit # S-2627-003 Contains:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	2035-NN1-003	TM120 Module – Essex
1	CSB18-560-001	Instruction Document

Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of specific nature in conjunction with industry standards. Professional Technicians should be appropriately trained on industry standards and have the tools and equipment to perform procedures safely and properly.



**GENERAL INSTRUCTIONS:**

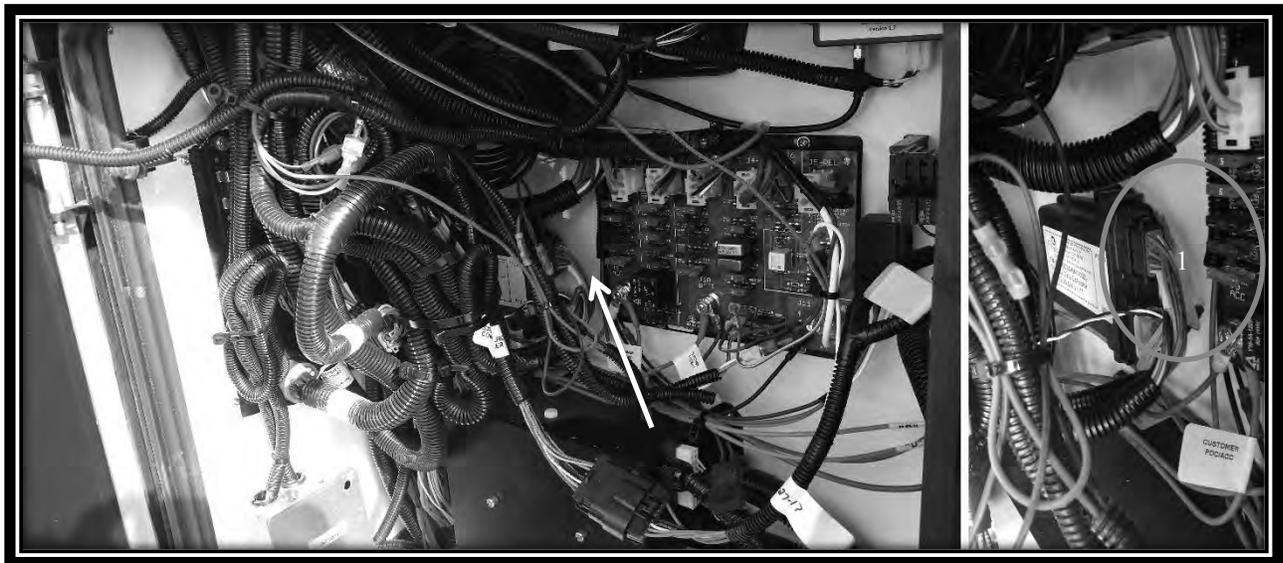
Thoroughly review entire service bulletin before starting work. If there are questions or concerns with steps defined in this service bulletin, contact Spartan Motors USA, Inc. Customer & Product Support Group @ 800.543.4277

All applicable industry safety standards must be followed when performing work identified in this procedure.

**STEP-BY-STEP INSTRUCTIONS:**

**TM120 Replacement  
Newmar**

1. Locate TM120, which is located on wall of front electrical compartment. Refer to FIG. 2-1.



**FIG. 2-1**

2. Unplug TM120 module from harness.
3. Remove TM120 module from vehicle, retain all mounting hardware for reuse. (TM120 must be Returned to Spartan).

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4. Install new TM120 module using retained mounting hardware.
5. Connect harness back up to new module.

**Foretravel**

1. Remove black panel, which will be affixed with Velcro, located on dash console directly above stairs. Refer to FIG. 3-1.



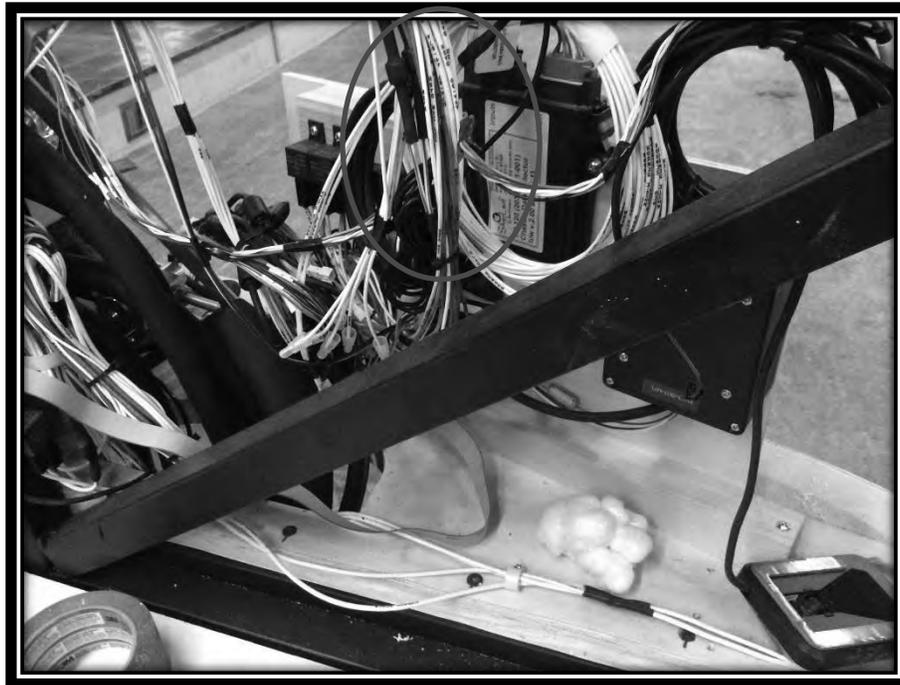
**FIG 3-1**

2. Remove HVAC vents from removed panel. Refer to FIG. 4-1.
3. Locate TM120 module, located against back wall inside dash. Connectors are oriented up. Refer to FIG. 4-2.

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**FIG. 4-1**



**FIG. 4-2**

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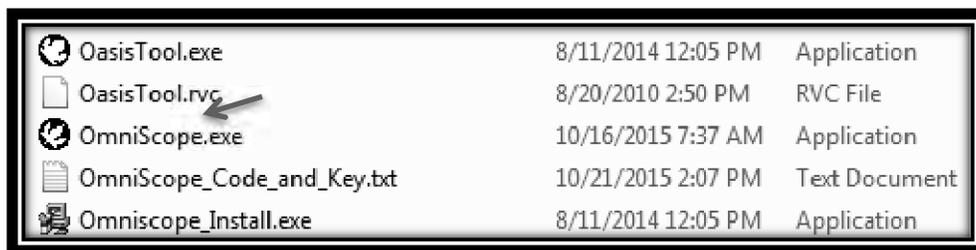
4. Unplug TM120 module from harness.
5. Remove TM120 module from vehicle (TM120 must be Returned to Spartan). Retain for reuse all mounting hardware.
6. Install new TM120 module using retained hardware.
7. Connect harness back up to new module.
8. Reconnect HVAC hoses to vents in panel.
9. Reinstall black panel.

### Download the Dash Update File

1. Connect to Silverleaf’s support site (<http://support.silverleafelectronics.com/user/login?destination=>).
2. Log in using following account information.
  - a. User Name: spartantech
  - b. Password: Everything
3. Download VMS747\_MY2018\_v1.19\_9-29-17.bin file.

### Digital Dash Update Process

1. To update dash, connect Omniscope Adapter’s USB cable to USB port of laptop being utilized for update and connect vehicle connector to RV-C diagnostic port.
2. Launch OmniScope.exe Refer to Fig 5-1



**FIG. 5-1**

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3. Select item in left window that says, 'Control Panel'. If multiple items say control panel, find one that in details side window states model is a "VMS747CL-1.XX". The xx will be whatever version number is loaded on that dash. Refer to FIG. 6-1.

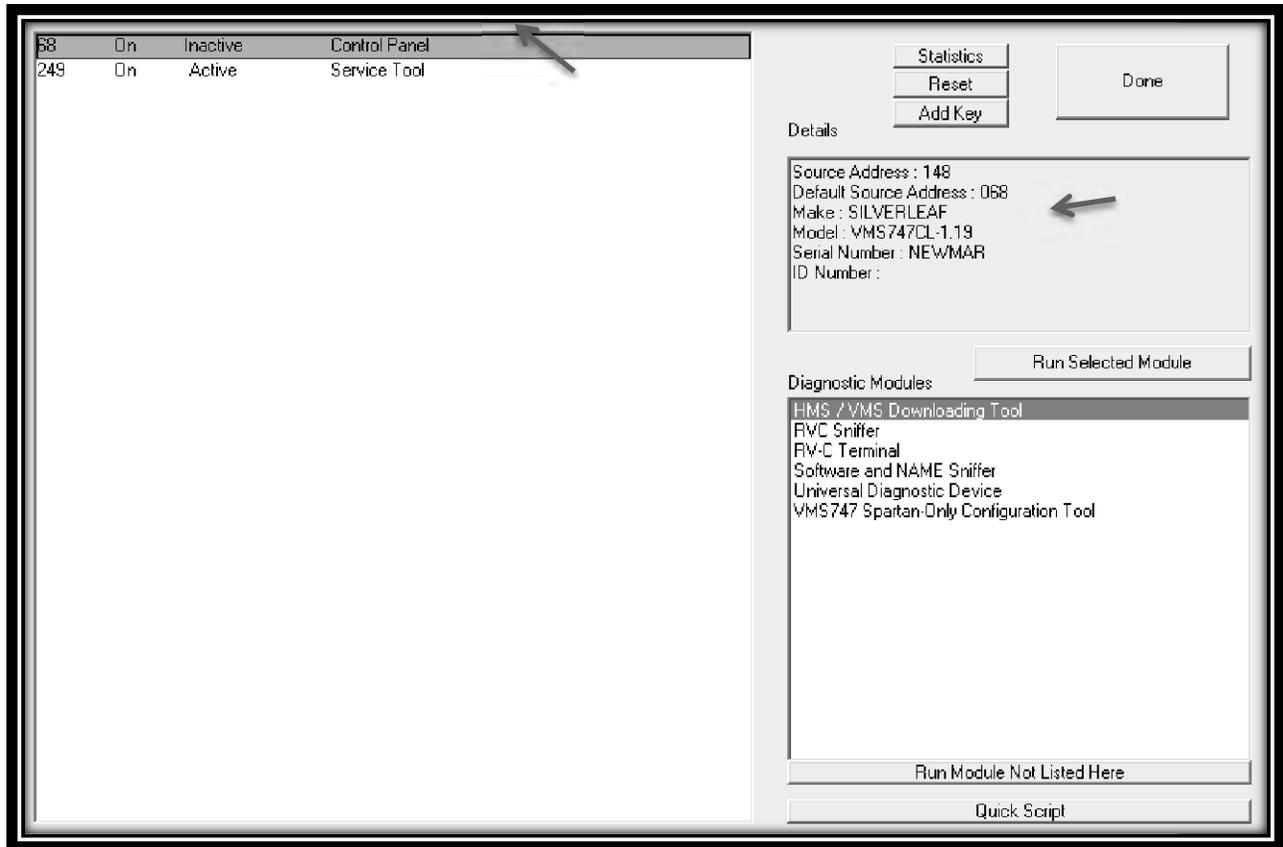
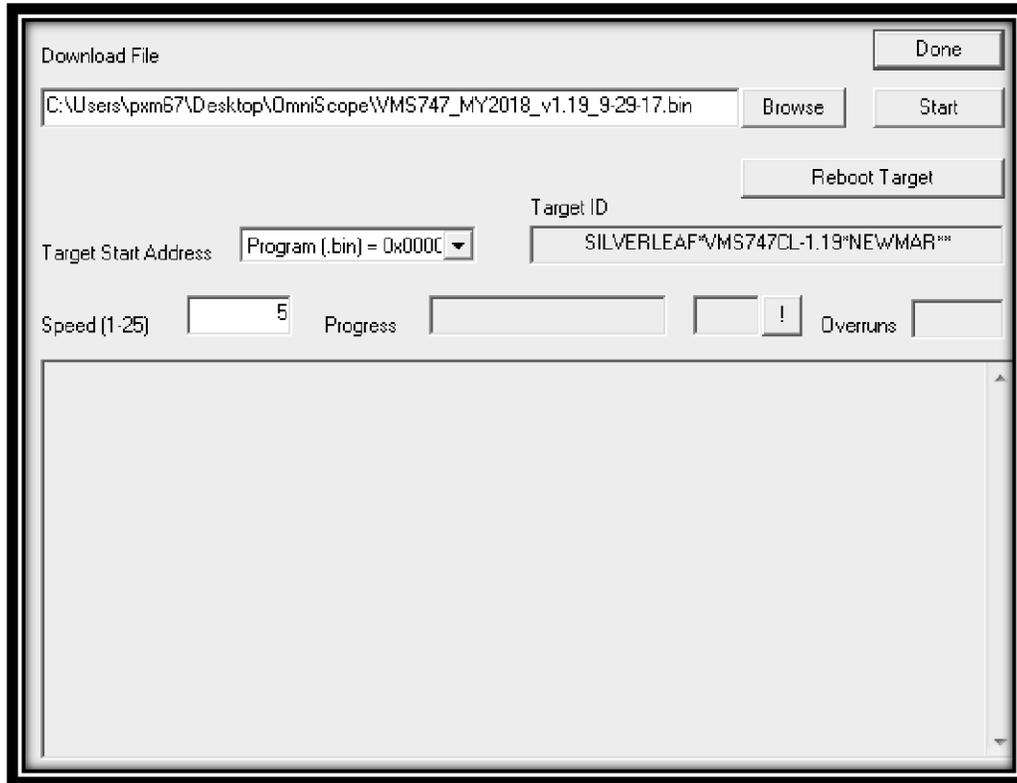


FIG. 6-1

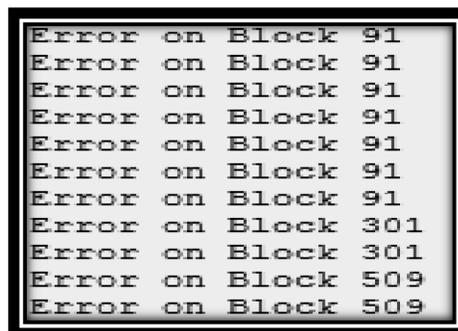
4. Select 'HMS/VMS Downloading Tool' in right pane and press 'Run Selected Module'
  - a. If Diagnostic Modules list is blank, select another item in left list and then select control panel again
5. In file downloader window, select version that needs to be installed and speed download should run at.
  - a. Browse to where software has been saved and select flash file (VMS747\_MY2018\_v1.19\_9-29-17.bin).
  - b. Set speed to a low value such as 4-10. Speeds higher than this can cause errors that slow down process significantly.
6. Once speed and file are set, press 'Start' button to begin download. Refer to FIG. 7-1.

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**FIG. 7-1**

7. On a fully built coach, this process can take up to 30 minutes due to overruns. No interaction is required during this time.
  - a. Make sure that computer updating dash has adequate power. If power failed during an update then dash could be corrupted, requiring a replacement part.
  - b. During updates, multiple error messages will appear. These are normal and when system hits one, it will simply retry sending data until it succeeds. The most common one follows format of "Error on Block #". Refer to FIG. 7-2



**FIG. 7-2**

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- 8. Once software has downloaded, program will indicate it has been transferred to flash and that 'Download has Succeeded.' Then press 'Reboot Target' button. Refer to FIG. 8-1.

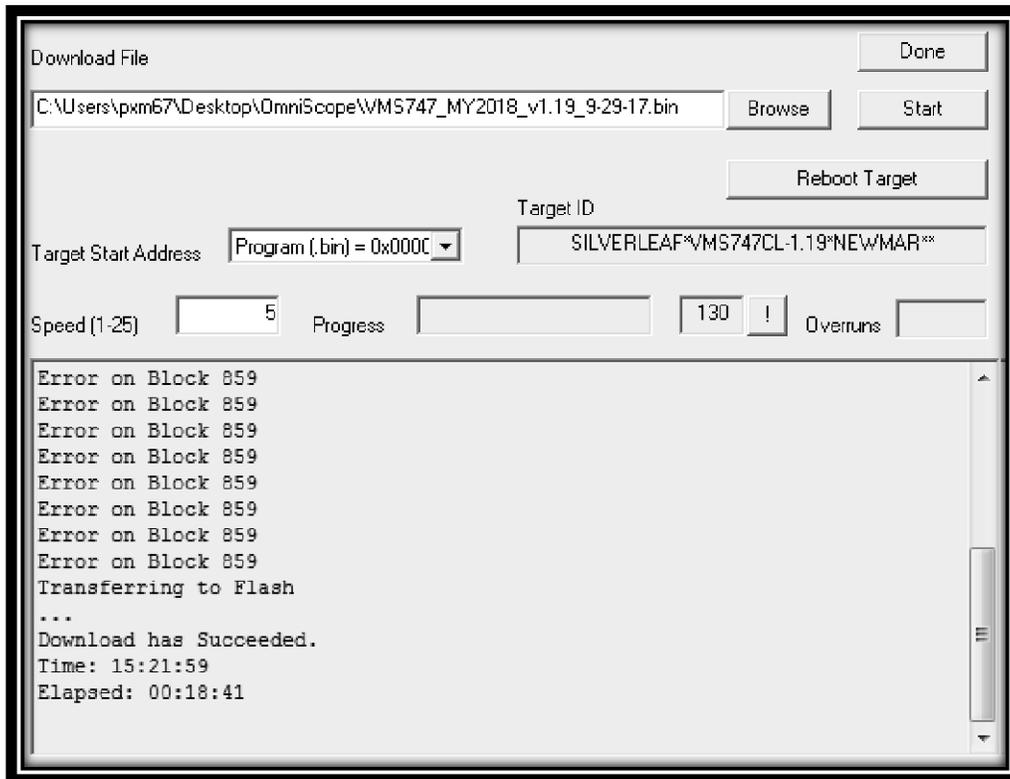


FIG. 8-1

- a. In some cases, downloader will not indicate that download has succeeded and will just continue to print the dots. The downloader can be safely closed, in this situation if dash has reset. You can tell if dash was reset when during dot printing dash flashed off and on again. Another indicator is if dash can be interacted with and is showing any sort of updates on screen (messages, changing gauge values, etc.). In general, if more than 5 or 6 dots have been printed then dash is almost guaranteed to have reset itself.
- 9. From here dash should restart. To ensure it is correct software version, hold down DRIVE and SCAN buttons on keypad. Towards middle of screen dash should list its version. At this point it should state it is version 1.19, if it does not reattempt flash. If this does not correct issue, contact Spartan CPS for assistance.

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Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	State	Date In	Date Off
530407	4VZVU1E99JC082865	2018	KG	DB	4534	S	FL	1/16/2017	1/24/2017
530412	4VZVU1E96JC083763	2017	KG	DB	4519	S	TX	5/30/2017	6/7/2017
530414	4VZVU1E92JC082867	2018	KG	DB	4531	S	NC	2/21/2017	3/1/2017
530421	4VZVU1E9XJC083779	2018	KG	DB	4531	S	FL	5/23/2017	6/5/2017
530424	4VZVU1E93JC084420	2018	KG	DB	4553	S	NC	10/12/2017	10/20/2017
530426	4VZVU1E91JC084335	2018	KG	DB	4553	S	NC	9/21/2017	9/29/2017
530427	4VZVU1E91JC083881	2018	KG	DB	4531	S	MO	6/9/2017	6/19/2017
530428	4VZVU1E90JC083788	2018	KG	DB	4531	S	FL	6/2/2017	6/12/2017
530429	4VZVU1E91JC083900	2018	KG	DB	4531	S	FL	6/19/2017	6/28/2017
530430	4VZVU1E90JC083953	2018	KG	DB	4531	S	TX	7/14/2017	7/27/2017
530431	4VZVU1E98JC084011	2018	KG	DB	4534	S	TX	7/24/2017	8/1/2017
530432	4VZVU1E99JC084180	2018	KG	DB	4531	S	TX	8/25/2017	9/1/2017
530433	4VZVU1E91JC084089	2018	KG	DB	4553	S	TX	8/9/2017	8/17/2017
530434	4VZVU1E95JC084306	2018	KG	DB	4531	S	TX	9/15/2017	9/25/2017
530437	4VZVU1E95JC084077	2018	KG	DB	4531	S	MO	7/31/2017	8/8/2017
530438	4VZVU1E93JC084398	2018	KG	DB	4531	S	MO	10/2/2017	10/10/2017
530439	4VZVU1E92JC084179	2018	KG	DB	4534	S	CO	8/22/2017	8/30/2017
530440	4VZVU1E90JC084407	2018	KG	DB	4531	S	CO	10/4/2017	10/12/2017
530442	4VZVU1E93JC083901	2018	KG	DB	4531	S	CO	6/26/2017	7/12/2017
530443	4VZVU1E9XJC084155	2018	KG	DB	4553	S	MO	8/17/2017	8/24/2017
530444	4VZVU1E99JC083966	2018	KG	DB	4531	S	FL	7/17/2017	7/25/2017
530445	4VZVU1E92JC083954	2018	KG	DB	4534	S	FL	7/10/2017	7/18/2017
530446	4VZVU1E9XJC084088	2018	KG	DB	4534	S	FL	8/8/2017	8/15/2017
530447	4VZVU1E93JC084336	2018	KG	DB	4533	S	FL	9/26/2017	10/4/2017
530450	4VZVU1E93JC084188	2018	KG	DB	4553	S	FL	8/30/2017	9/8/2017
530451	4VZVU1E92JC084408	2018	KG	DB	4531	S	FL	10/10/2017	10/18/2017
530452	4VZVU1E98JC084154	2018	KG	DB	4531	S	CO	8/14/2017	8/21/2017
530453	4VZVU1E90JC084245	2018	KG	DB	4553	S	NC	9/6/2017	9/14/2017
530455	4VZVU1E99JC084244	2018	KG	DB	4531	S	NC	8/31/2017	9/11/2017
530457	4VZVU1E91JC084187	2018	KG	DB	4598	S	CN	8/25/2017	9/5/2017
530458	4VZVU1E93JC084305	2018	KG	DB	4534	S	TX	9/8/2017	9/18/2017
530460	4VZVU1E95JC084421	2018	KG	DB	4531	S	FL	10/19/2017	10/27/2017
530462	4VZVU1E97JC084422	2018	KG	DB	4533	S	FL	10/23/2017	10/31/2017
530464	4VZVU1E91JC084397	2018	KG	DB	4534	S	FL	9/27/2017	10/5/2017
801237	4VZVU1E96JC082872	2018	EX	DP	4531	S	IN	3/22/2017	3/30/2017
801239	4VZVU1E90JC082866	2018	EX	DP	4537	S	NC	2/14/2017	2/21/2017
801250	4VZVU1E99JC083787	2018	EX	DP	4531	S	NC	6/21/2017	6/29/2017
801254	4VZVU1E98JC083778	2018	EX	DP	4531	S	FL	6/7/2017	6/15/2017
801255	4VZVU1E96JC084010	2018	EX	DP	4534	S	CN	7/28/2017	8/9/2017
801257	4VZVU1E99JC083899	2018	EX	DP	4553	S	TX	7/11/2017	7/19/2017
801258	4VZVU1E93JC084076	2018	EX	DP	4531	S	GA	8/18/2017	8/25/2017
801259	4VZVU1E91JC084075	2018	EX	DP	4531	S	TX	8/4/2017	8/11/2017
801260	4VZVU1E9XJC084396	2018	EX	DP	4553	S	TX	9/20/2017	9/27/2017
801263	4VZVU1E99JC083952	2018	EX	DP	4531	S	CO	7/19/2017	7/27/2017
801264	4VZVU1E9XJC084009	2018	EX	DP	4531	S	MN	7/26/2017	8/2/2017
801265	4VZVU1E91JC084254	2018	EX	DP	4531	S	GA	9/5/2017	9/13/2017
801267	4VZVU1E98JC084087	2018	EX	DP	4553	S	CN	8/28/2017	9/6/2017
801270	4VZVU1E99JC084406	2018	EX	DP	4531	S	FL	9/29/2017	10/6/2017
801271	4VZVU1E97JC084419	2018	EX	DP	4534	S	FL	10/5/2017	10/13/2017
801274	4VZVU1E9XJC084334	2018	EX	DP	4553	S	TX	9/14/2017	9/22/2017