

NEWMAR CORPORATION

WARRANTY

DEPARTMENT

TECHNICAL SERVICE BULLETIN

DATE ISSUED

MODEL YEAR(S) AFFECTED

TSB #

9/11/2018

2019

531

MODEL

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

DESCRIPTION

Newmar and Riverpark discovered that the incorrect firmware version may have been installed in the Xite G3 Radio core on Xite systems shipped to Newmar prior to 8/3/18.

Issue: If a turn signal or other standard definition camera is active or selected on the camera screen, the reverse signal will not trigger the camera to automatically display the reverse screen. The reverse camera can be manually selected and viewed. The firmware update will cause the reverse signal to override any other camera view and display the reverse camera. Then it will return to the previous camera selection once the coach is no longer in reverse.

Correction: The affected Xite G3 system should be updated using a USB stick with the correct firmware. Follow the detailed instructions provided by Riverpark.

RECOMMENDED ACTION

Warning: DO NOT TURN OFF POWER TO THE XITE SYSTEM UNTIL THE UPDATE IS COMPLETE. DAMAGE TO THE XITE G3 CORE WILL RESULT.

Flat Rate Code: TSB 531

Labor Time: .3 hr.

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

Firmware update process for SD camera triggering while in reverse.

Step 1.

Select the firmware for the corresponding system below.

KingAir/Essex/LondonAir/MountainAir/ 10" Dual Monitor G3 System:

http://service.xitesolutions.com/Content/Firmware/G3_Main_Newmar_0.81_KA-ES_09-05-2018.exe

NewAir Dual 9" Monitor G3 System:

http://service.xitesolutions.com/Content/Firmware/G3_Main_Newmar_0.81_NA_14-05-2018.exe

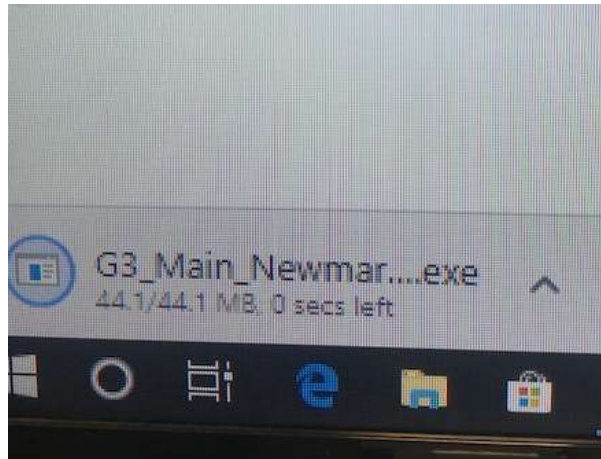
The firmware will then download.

Step 2.

The download will be available at the bottom portion of the computer screen.

Select the download. An option will come up to save or run the download.

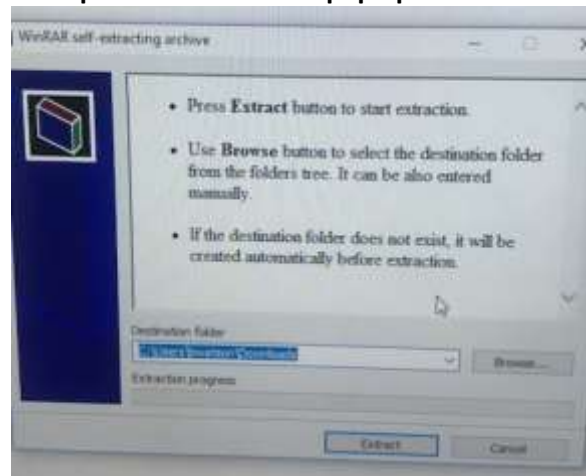
Run the download.



Firmware update process for SD camera triggering while in reverse.

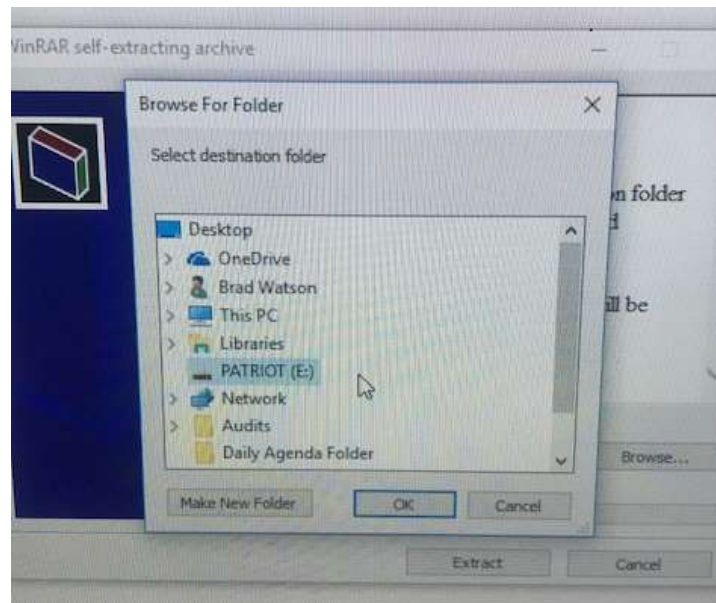
Step 3.

After running the download an option to extract will pop up.



Step 4.

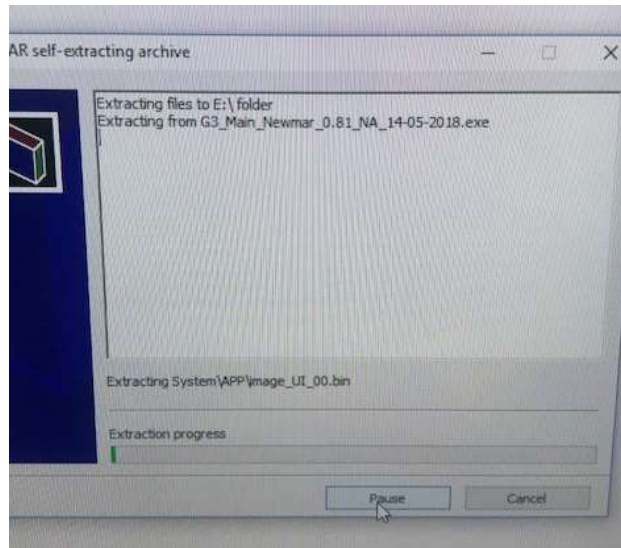
Before selecting extract, choose the destination of the firmware by selecting "Browse". Select the USB as the destination. In this example "Patriot" is the USB destination. Select OK.



Firmware update process for SD camera triggering while in reverse.

Step 5.

Select "Extract". The firmware will then extract to the USB stick.

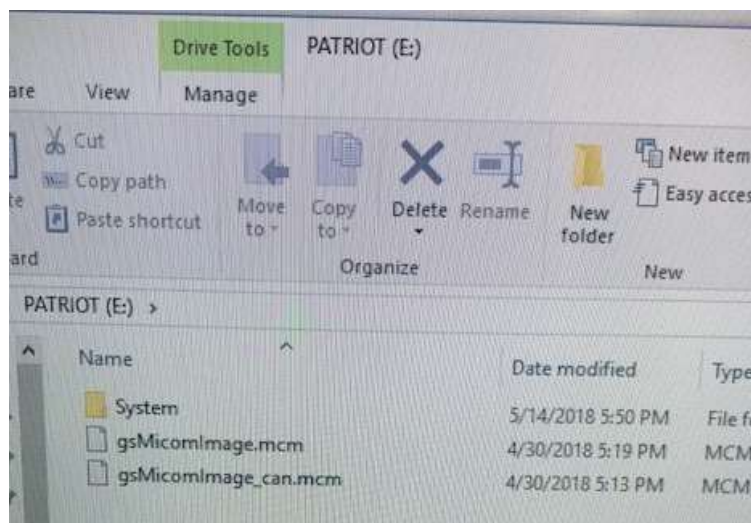


Step 6.

Confirm that only the firmware is on the USB.

Should only have a "System Folder", along with (2) GSMicomimages.

Right click on the drive and select "Eject" to safely eject the USB.



Firmware update process for SD camera triggering while in reverse.

Step 7.

Insert USB with firmware directly into the USB port on the Core.
Avoid using the USB dash extension if possible.



Step 8.

Select Media Center from the main menu of the radio.



Firmware update process for SD camera triggering while in reverse.

Step 9.

The firmware upgrade will begin.

This will take up to 10 minutes to complete.

When the upgrade is finished the radio will reboot.



Step 10.

Confirm that the firmware upgrade was successful by going to the confirm page and viewing the firmware version.

Select HDMI from the main menu of the radio.



Firmware update process for SD camera triggering while in reverse.

The screen will show “No video detected”.

Select the “Idle” icon in the upper right corner of the screen.



The “Confirm” page will appear with the firmware version.

Confirm the version corresponds to the firmware download selected at the beginning of the process.

In this example the firmware version shows 0.81.



Prod#	VIN	Year	Brand	Type	Floor Plan	Date In	Date Off
501571	4UZFTFG0KCJY2514	2019	LA	DP	4576	01/31/18	02/07/18
501574	4VZVU1E97KC084342	2019	LA	DP	4534	02/14/18	02/22/18
501583	4UZFTFG0KCKH5495	2019	LA	DP	4576	05/08/18	05/17/18
501585	4VZVU1E96KC085708	2019	LA	DP	4576	06/13/18	06/20/18
501589	4UZFTFG8KCKP0999	2019	LA	DP	4551	05/29/18	06/06/18
501593	4UZFTFG6KCKR5271	2019	LA	DP	4576	06/15/18	06/25/18
501601	4UZFTFG1KCKU9217	2019	LA	DP	4551	07/12/18	07/20/18
501607	4UZFTFG8KCKU4841	2019	LA	DP	4551	07/09/18	07/17/18
501624	4UZFTFG9KCKP1000	2019	LA	DP	4551	06/05/18	06/12/18
501632	4VZVU1E91KC085731	2019	LA	DP	4579	07/18/18	07/25/18
501635	4UZFTFG3KCKT4279	2019	LA	DP	4534	06/19/18	06/27/18
501639	4VZVU1E90KC085753	2019	LA	DP	4543	07/30/18	08/06/18
501648	4UZFTFG5KCKP8428	2019	LA	DP	4579	06/06/18	06/14/18
501651	4VZVU1E99KC085802	2019	LA	DP	4551	08/06/18	08/13/18
530483	4VZVU1E97KC084339	2019	KG	DB	4553	12/20/2017	1/11/2018
530488	4VZVU1E99KC084343	2019	KG	DB	4531	2/5/2018	2/12/2018
530496	4VZVU1E92KC085382	2019	KG	DB	4549	5/2/2018	5/9/2018
530497	4VZVU1E93KC085519	2019	KG	DB	4531	5/9/2018	5/18/2018
530498	4VZVU1E9XKC085520	2019	KG	DB	4534	5/18/2018	5/25/2018
530499	4VZVU1E91KC085521	2019	KG	DB	4549	5/24/2018	6/4/2018
530503	4VZVU1E93KC085598	2019	KG	DB	4531	6/1/2018	6/11/2018
530528	4VZVU1E93KC085522	2019	KG	DB	4546	6/7/2018	6/14/2018
530529	4VZVU1E96KC085806	2019	KG	DB	4553	7/12/2018	7/19/2018
530531	4VZVU1E97KC085913	2019	KG	DB	4534	8/7/2018	8/14/2018
530532	4VZVU1E9XKC085713	2019	KG	DB	4531	6/18/2018	6/25/2018
530534	4VZVU1E98KC085712	2019	KG	DB	4531	6/13/2018	6/21/2018
530538	4VZVU1E95KC085733	2019	KG	DB	4549	6/20/2018	6/28/2018
530540	4VZVU1E91KC085714	2019	KG	DB	4553	6/28/2018	7/13/2018
530545	4VZVU1E90KC085879	2019	KG	DB	4534	7/26/2018	8/3/2018
530547	4VZVU1E99KC085914	2019	KG	DB	4533	8/9/2018	8/16/2018
710334	4UZACEFC9KCJY2675	2019	NA	DP	3345	12/12/17	12/20/17
710343	4UZACEFC0KCJY2676	2019	NA	DP	3343	02/15/18	02/23/18
710361	4UZACEFC6KCKH5505	2019	NA	DP	3345	05/04/18	05/15/18
710362	4UZACEFC5KCKT1497	2019	NA	DP	3343	07/16/18	07/23/18
710363	4UZACEFCXKCKT4282	2019	NA	DP	3345	07/25/18	08/01/18
710364	4UZACEFC7KCKT1498	2019	NA	DP	3341	07/17/18	07/24/18
710365	4UZACEFC5CKKN3306	2019	NA	DP	3345	06/11/18	06/19/18
710371	4UZACEFC2KCKP1004	2019	NA	DP	3341	06/07/18	06/15/18
710377	4UZACEFC3CKKN3305	2019	NA	DP	3343	06/04/18	06/11/18
710384	4UZACEFC9KCKP0965	2019	NA	DP	3341	06/12/18	06/20/18
710391	4UZACEFC7KCKP0964	2019	NA	DP	3343	05/24/18	06/04/18
710394	4UZACEFC5KCKP8433	2019	NA	DP	3341	06/25/18	07/11/18
710398	4UZACEFC3KCKS5472	2019	NA	DP	3343	07/12/18	07/20/18
710399	4UZACEFC4CKKM9909	2019	NA	DP	3343	08/06/18	08/14/18
710403	4UZACEFCXKCKP8430	2019	NA	DP	3343	06/18/18	06/26/18
710406	4UZACEFC9KCKP1002	2019	NA	DP	3345	06/14/18	06/22/18
710407	4UZACEFC8KCKT8086	2019	NA	DP	3343	07/25/18	08/02/18
710484	4UZACEFC1KCKP8431	2019	NA	DP	3343	06/20/18	06/28/18
710486	4UZACEFC7KCKP8434	2019	NA	DP	3345	06/26/18	07/12/18
710495	4UZACEFC1KCKS5471	2019	NA	DP	3343	06/27/18	07/13/18
710506	4UZACEFC3KCKT1496	2019	NA	DP	3343	07/11/18	07/19/18

Prod#	VIN	Year	Brand	Type	Floor Plan	Date In	Date Off
710522	4UZACEFC3KCKP8432	2019	NA	DP	3343	06/21/18	07/09/18
710566	4UZACEFC0KCKP1003	2019	NA	DP	3343	06/06/18	06/13/18
710568	4UZACEFC8KCKT4281	2019	NA	DP	3343	07/23/18	07/30/18
801295	4VZVU1E95KC084338	2019	EX	DP	4551	01/10/18	01/17/18
801299	4UZFTFG6KCJY2517	2019	EX	DP	4543	02/12/18	02/19/18
801304	4UZFTFG9KCKH5494	2019	EX	DP	4551	05/03/18	05/14/18
801306	4VZVU1E95KC085523	2019	EX	DP	4551	05/16/18	05/23/18
801307	4VZVU1E94KC085710	2019	EX	DP	4579	05/21/18	05/29/18
801310	4UZFTFG0KCKP1001	2019	EX	DP	4579	05/29/18	06/06/18
801326	4VZVU1E96KC085711	2019	EX	DP	4551	06/04/18	06/12/18
801333	4VZVU1E93KC085732	2019	EX	DP	4551	06/12/18	06/19/18
801334	4VZVU1E92KC085754	2019	EX	DP	4551	06/25/18	07/10/18
801337	4VZVU1E94KC085805	2019	EX	DP	4543	07/23/18	07/30/18
904629	4VZVU1A96KC084337	2019	MA	DP	4579	01/23/18	01/30/18
904635	4VZVU1E94KC084556	2019	MA	DP	4018	02/07/18	02/15/18
904641	4VZVU1E92KC084345	2019	MA	DP	4550	02/16/18	02/26/18
904648	4VZVU1E94KC085383	2019	MA	DP	4550	05/11/18	05/21/18
904649	4VZVU1E90KC085705	2019	MA	DP	4018	06/11/18	06/18/18
904652	4UZFTBG6KCKK3685	2019	MA	DP	4579	05/23/18	06/01/18
904670	4VZVU1E93KC085875	2019	MA	DP	4551	07/20/18	07/27/18
904676	4UZFTBG6KCKP8427	2019	MA	DP	4551	07/25/18	08/02/18
904677	4VZVU1E95KC085750	2019	MA	DP	4018	06/19/18	06/26/18
904684	4VZVU1E92KC085706	2019	MA	DP	4551	06/04/18	06/12/18
904689	4UZFTBG3KCKN3307	2019	MA	DP	4543	07/11/18	07/19/18
904692	4VZVU1E95KC085876	2019	MA	DP	4551	07/27/18	08/03/18
904693	4UZFTBG4KCKN3302	2019	MA	DP	4550	06/21/18	07/09/18
904697	4VZVU1E94KC085707	2019	MA	DP	4550	06/08/18	06/15/18
904702	4VZVU1E9XKC085730	2019	MA	DP	4551	06/14/18	06/21/18
904707	4VZVU1E97KC085751	2019	MA	DP	4543	06/22/18	07/09/18
904716	4VZVU1E92KC085799	2019	MA	DP	4018	06/27/18	07/12/18
904719	4VZVU1E95KC085800	2019	MA	DP	4551	07/10/18	07/17/18
904722	4VZVU1E97KC085801	2019	MA	DP	4551	07/17/18	07/25/18
904724	4UZFTBG4KCKT4278	2019	MA	DP	4543	07/31/18	08/08/18