

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

TSB 564
April. 05, 2021

TECHNICAL SERVICE BULLETIN

AFFECTED MODELS

2020 – 2021 :: Super Star, Supreme Aire

DESCRIPTION

Newmar has determined that some Super Star and Supreme Aire coaches may have been shipped with the bedroom and/or living room remote temperature sensor not installed in the interior area(s).

ISSUE

The bedroom and/or living room A/C remote sensor(s) may not be installed. If the remote sensor(s) is left in the basement area or junction box, it will not control the interior temperature correctly.

UNITS AFFECTED

Please refer to the attached population list for units and VINs potentially affected.

CORRECTIVE ACTION

Inspect and acquire authorization for inspection and/or repair.

PARTS POSSIBLY NEEDED

Item Description		Quantity	Newmar Part #
Remote Sensor	20 ft	0-2	27783P
Remote Sensor	40 ft	0-2	37022
Remote Sensor Cover	blk	0-2	019267

FLAT RATE CODE: TSB 564

LABOR TIME:

INSPECT ONLY: .2 hr

More time will be authorized if the inspection reveals that a remote sensor wire needs to be installed from the basement or A/C to an interior wall.

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

NOTICE: Any technical information published in this bulletin is intended for use only by a qualified, Newmar-authorized service technician. Newmar is not responsible for the misuse of this information.

[Tech Only] Work Instructions for Testing Rooftop Air Conditioners on Super C Coaches

This article provides outline of instructions to verify the temperature sensor(s) are installed and operational on Super C coaches (Super Star and Supreme Aire) built prior to June 1, 2020.

Testing Instructions

Check the front and rear zones to see if the HVAC remote sensor cover and remote sensor tip were installed during the production process. To check, follow the procedure outline below:

1. Is there a sensor cover installed in both the bedroom and front living area?
 - If the sensor covers are installed, check to make sure the tip of the remote sensor has been installed under the cover (check both locations).
 - Operate all rooftop air conditioners at a desired temperature setting.
 - Check to verify that each sensor recognizes the room temperature and each air conditioner cycles on and off.
 - If the remote sensors are installed and the air conditioners are operating correctly, testing is complete and no further action is required.
2. If the sensor covers are installed but the air conditioners are not cycling or reading the interior temperature, the remote sensor may not be installed correctly.
 - Open the main cover and evaporator cover on each air conditioner.
 - Verify that the remote sensor is plugged into the white male/female plug beside the main connection harness. The sensor may be plugged in and reading compartment temperature or not plugged in at all, causing it to operate at a default temperature.
 - If the sensor is not plugged in, run a new 20 or 40 foot remote sensor from the air conditioner to the easiest interior wall. Depending on the layout of the coach, it may be easier to run wire through the ceiling and into a cabinet or wall instead of fishing through the cable carrier and through the slideout wall(s).
 - If the sensor is plugged in, look for the opposite end in the baggage area near the bedroom slideout, in a junction box under the rear slideout, or in the front area near the cable carrier channels for the slideout wiring. Fish the wire from the current location or run a new remote sensor to a suitable interior location (depending on the best solution for the coach).



Production #	VIN Number	Year	Brand	Type	Floor Plan	Chassis	Date In Production	Date Off Production
230101	3ALACYFE9KDKR9211	2020	SS	CC	4061	FS	1/18/2019	1/28/2019
230102	3ALACYFE5KDJM8382	2020	SS	CC	4061	FS	1/28/2019	2/6/2019
230103	1FVACYFE4LHLP3257	2020	SS	CC	4061	FS	7/12/2019	7/22/2019
230104	1FVACYFE7LHLP3284	2020	SS	CC	4061	FS	7/23/2019	7/31/2019
230105	1FVACYFE2LHLP3287	2020	SS	CC	4061	FS	9/25/2019	10/7/2019
230106	1FVACYFE4LHLP3260	2020	SS	CC	4061	FS	10/3/2019	10/14/2019
230107	1FVACYFE4LHLP3288	2020	SS	CC	4061	FS	10/10/2019	10/18/2019
230109	1FVACYFE8LHLP3262	2020	SS	CC	4061	FS	11/4/2019	11/14/2019
230110	1FVACYFE1MHMA9385	2020	SS	CC	4061	FS	3/24/2020	5/8/2020
230111	1FVACYFE6LHLP3258	2020	SS	CC	4061	FS	9/23/2019	10/3/2019
230112	1FVACYFE2LHLP3290	2020	SS	CC	4061	FS	11/6/2019	11/18/2019
230113	1FVACYFE8LHLP3259	2020	SS	CC	4061	FS	8/28/2019	9/6/2019
230114	1FVACYFE0LHLP3255	2020	SS	CC	4061	FS	7/9/2019	7/16/2019
230115	3ALACYFE4LDLP3281	2020	SS	CC	3746	FS	12/5/2019	12/13/2019
230116	3ALACYFE9LDLP3275	2020	SS	CC	3746	FS	8/22/2019	8/29/2019
230117	3ALACYFE5LDLP3273	2020	SS	CC	3746	FS	7/18/2019	7/26/2019
230118	3ALACYFE0LDLP3276	2020	SS	CC	3746	FS	9/5/2019	9/12/2019
230119	3ALACYFE7LDLP3274	2020	SS	CC	3746	FS	8/8/2019	8/16/2019
230120	3ALACYFE6LDLP3282	2020	SS	CC	3746	FS	10/29/2019	11/5/2019
230121	3ALACYFE6LDLP3279	2020	SS	CC	3746	FS	9/17/2019	9/24/2019
230122	3ALACYFE2LDLP3277	2020	SS	CC	3746	FS	10/17/2019	10/24/2019
230123	1FVACYFE1LHLP3250	2020	SS	CC	3746	FS	10/1/2019	10/9/2019
230124	3ALACYFE4LDMG5955	2020	SS	CC	3746	FS	2/26/2020	3/5/2020
230125	3ALACYFE2LDLP3280	2020	SS	CC	3746	FS	10/31/2019	11/12/2019
230126	3ALACYFE4LDLP3278	2020	SS	CC	3746	FS	11/14/2019	11/21/2019
230127	1FVACYFE5LHLP3283	2020	SS	CC	4051	FS	8/15/2019	8/22/2019
230128	1FVACYFE9LHLP3285	2020	SS	CC	4051	FS	9/3/2019	9/10/2019
230129	1FVACYFE3MHMA9386	2020	SS	CC	4051	FS	5/7/2020	5/15/2020
230130	1FVACYFEXLHLP3294	2020	SS	CC	4051	FS	2/17/2020	2/26/2020
230131	1FVACYFE0LHLP3286	2020	SS	CC	4051	FS	9/10/2019	9/18/2019
230132	1FVACYFE6LHLP3261	2020	SS	CC	4051	FS	10/23/2019	10/31/2019
230133	1FVACYFE2LHLP3256	2020	SS	CC	4051	FS	7/31/2019	8/8/2019
230134	1FVACYFE3LHLP3265	2020	SS	CC	4051	FS	12/3/2019	12/11/2019
230135	1FVACYFE9LHLP3271	2020	SS	CC	4051	FS	2/24/2020	3/3/2020
230136	1FVACYFE5MHMA9387	2020	SS	CC	4051	FS	5/13/2020	5/26/2020
230137	1FVACYFE6LHLP3289	2020	SS	CC	4061	FS	10/21/2019	10/29/2019
230138	1FVACYFE1LHLP3264	2020	SS	CC	4058	FS	11/26/2019	12/9/2019
230139	1FVACYFEXLHLP3263	2020	SS	CC	4061	FS	11/19/2019	11/27/2019
230140	1FVACYFE3LHLP3296	2021	SS	CC	4051	FS	1/9/2020	1/16/2020
230141	1FVACYFE4LHLP3291	2020	SS	CC	4058	FS	1/21/2020	1/30/2020
230142	3ALACYFE0LDMG5953	2020	SS	CC	4058	FS	3/13/2020	3/23/2020
230143	1FVACYFE6LHLP3292	2020	SS	CC	4058	FS	1/27/2020	2/4/2020
230144	1FVACYFE8LHLP3293	2020	SS	CC	4058	FS	2/10/2020	2/18/2020
230145	1FVACYFE1LHLP3295	2021	SS	CC	3746	FS	1/13/2020	1/21/2020
230147	1FVACYFE9LHLP3268	2020	SS	CC	4061	FS	3/3/2020	3/12/2020
230148	1FVACYFE0LHLP3269	2020	SS	CC	4061	FS	2/28/2020	3/10/2020
230150	3ALACYFE2LDMG5954	2020	SS	CC	4061	FS	3/17/2020	5/4/2020
270101	3ALHC5DV5KDLG8908	2020	SA	CC	4573	FS	6/11/2019	6/20/2019
270102	3ALHC5DV2LDLP2663	2020	SA	CC	4573	FS	6/25/2019	7/10/2019
270103	3ALHC5DV4LDLP3247	2020	SA	CC	4573	FS	8/6/2019	8/13/2019
270104	1FVHC5DV3LHLP3251	2020	SA	CC	4573	FS	9/19/2019	9/30/2019
270105	3ALHC5DV8LDLP3249	2020	SA	CC	4573	FS	9/6/2019	9/17/2019
270106	1FVHC5DV0LHLP3272	2020	SA	CC	4573	FS	3/11/2020	3/19/2020
270107	1FVHC5DV5LHLP3266	2020	SA	CC	4573	FS	10/15/2019	10/22/2019
270108	1FVHC5DV7LHLP3267	2020	SA	CC	4573	FS	11/21/2019	12/4/2019
270109	3ALHC5DV2LDLP3246	2020	SA	CC	4573	FS	7/25/2019	8/5/2019
270112	3ALHC5DV6LDLP3248	2020	SA	CC	4573	FS	8/20/2019	8/28/2019
270113	1FVHC5DV5LHLP3297	2020	SA	CC	4573	FS	1/29/2020	2/6/2020
270114	1FVHC5DV7LHLP3298	2020	SA	CC	4573	FS	2/12/2020	2/20/2020
270115	1FVHC5DV7LHLP3270	2021	SA	CC	4575	FS	12/19/2019	1/14/2020
270116	1FVHC5DV5LHLP3252	2021	SA	CC	4051	FS	2/4/2020	2/12/2020