

Newmar Corporation

PO Box 30
Nappanee, IN 46550



WHEN YOU KNOW THE DIFFERENCE.

TSB 607
Jan. 10, 2024

TECHNICAL SERVICE BULLETIN

AFFECTED MODELS

2024 :: Kountry Star, Ventana, Super Star, Dutch Star, Supreme Air, New Aire, Mountain Aire, London Aire, Essex, King Aire which are equipped with a Winegard Trav'ler Satellite System and have the auto stow feature wired for operation.

DESCRIPTION

Winegard has identified an issue with some Trav'ler Pro products when the auto-stow feature is enabled. In a specific scenario, where the auto-stow feature is active, the firmware may occasionally encounter difficulty in recognizing the stowed position.

ISSUE

This situation may lead to an occasional unintended stow command when there is a power interruption. This may cause the antenna to lift, rotate and return to the stowed position.

UNITS AFFECTED

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

TEMPORARY CORRECTIVE ACTION

Winegard strongly recommends disconnecting the auto-stow cable from the IDU on any coaches that have shipped until the resolution is implemented. (See attached Winegard bulletin).

FLAT RATE CODE: TSB 607 LABOR TIME: 1hr

NOTE

This is a temporary short-term bulletin intended to eliminate the possibility of the intended stow command. We will issue another bulletin to supersede this bulletin when Winegard releases the firmware update for a complete resolution.

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.



WINEGARD

Date Issued: 12/12/2023

Product Bulletin

Product Impacted: Trav'ler Pro models with auto-stow feature enabled

Problem Description:

Winegard has identified an issue with some Trav'ler Pro products when the auto-stow feature is enabled. In a specific scenario, where the auto-stow feature is active, the firmware may occasionally encounter difficulty in recognizing the stowed position. This situation may lead to an occasional unintended stow command when there is a power interruption.

Immediate Action:

Winegard strongly recommends to disconnect the auto-stow cable from the IDU on any coaches that have shipped until the resolution is implemented (reference illustration below).

Resolution:

Winegard is developing a firmware solution to resolve this issue. This firmware update will be issued to the field once it has been fully validated. Once a system has been updated with this latest firmware, it will be safe to connect the auto-stow cable to the IDU.

If there are any questions or concerns regarding this bulletin, please feel free to contact Craig Speer, Director of Quality, at craig.speer@winegard.com.

Location of the Auto-Stow cable



Disconnect this cable from the back
of the Trav'ler Pro IDU box

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date on	Date off
USA Units								
230525	1FVACYFE4PHNX5196	2024	SS	CC		4059 FS	2/21/2023	3/1/2023
230544	1FVACYFE5RHVA6757	2024	SS	CC		3731 FS	10/3/2023	10/12/2023
230545	1FVACYFE2RHUR6449	2024	SS	CC		3731 FS	10/12/2023	10/20/2023
230547	1FVACYFE2RHVA6764	2024	SS	CC		4059 FS	11/1/2023	11/9/2023
230548	1FVACYFE2RHVA6750	2024	SS	CC		4059 FS	11/7/2023	11/14/2023
230552	1FVACYFE2RHVA6747	2024	SS	CC		3727 FS	8/1/2023	8/10/2023
230567	1FVACYFEXRHVA6754	2024	SS	CC		4059 FS	10/5/2023	10/13/2023
230572	1FVACYFE7RHVA6744	2024	SS	CC		4059 FS	9/7/2023	9/26/2023
230573	1FVACYFE9RHVA6759	2024	SS	CC		4061 FS	11/15/2023	11/29/2023
230581	1FVACYFE3RHUR6444	2024	SS	CC		3727 FS	10/18/2023	10/26/2023
230583	1FVACYFE4RHUR6436	2024	SS	CC		4059 FS	11/21/2023	12/4/2023
230584	1FVACYFE3RHUR6461	2024	SS	CC		3731 FS	11/6/2023	11/14/2023
230585	1FVACYFE1RHVA6755	2024	SS	CC		4065 FS	10/10/2023	10/18/2023
230592	1FVACYFE8RHUR6438	2024	SS	CC		4059 FS	12/4/2023	12/13/2023
270221	1FVHC5DV7PHNY4023	2024	SA	CC		4530 FS	12/14/2022	1/10/2023
270240	1FVHC5DV9PHNY4024	2024	SA	CC		4051 FS	1/26/2023	2/6/2023
270246	1FVHC5DV0RHVA6763	2024	SA	CC		4531 FS	10/9/2023	10/17/2023
270247	1FVHC5DV7RHVA6758	2024	SA	CC		4530 FS	9/28/2023	10/9/2023
270248	1FVHC5DV8RHVA6753	2024	SA	CC		4530 FS	7/31/2023	8/9/2023
270253	1FVHC5DV4RHVA6748	2024	SA	CC		4530 FS	7/19/2023	7/27/2023
270258	1FVHC5DV6RHUR6454	2024	SA	CC		4051 FS	11/9/2023	11/17/2023
270259	1FVHC5DV0RHUR6451	2024	SA	CC		4530 FS	11/29/2023	12/11/2023
270262	1FVHC5DV6RHUR6440	2024	SA	CC		4530 FS	10/30/2023	11/7/2023
270269	1FVHC5DV4RHUR6453	2024	SA	CC		4530 FS	11/16/2023	11/30/2023
416286	4VZAT1D11RC093626	2024	VT	DP		4369 S	2/6/2023	2/14/2023
416288	4UZACHFEXRCUM8959	2024	VT	DP		3512 FL	2/23/2023	3/7/2023
416292	4UZFCHF8RCUM8979	2024	VT	DP		4037 FL	2/21/2023	3/1/2023
416293	4VZAT1D15RC093631	2024	VT	DP		3809 S	3/7/2023	3/15/2023
416302	4VZAT1D10PC093632	2024	VT	DP		4369 S	3/28/2023	4/17/2023
416328	4VZAT1D14RC095175	2024	VT	DP		3809 S	6/16/2023	7/12/2023
416329	4VZAT1D12RC095174	2024	VT	DP		4037 S	6/16/2023	7/13/2023
416330	4VZAT1D119RC095172	2024	VT	DP		4326 S	6/19/2023	7/14/2023
416331	4VZAT1D10RC095173	2024	VT	DP		4369 S	6/22/2023	7/19/2023
416341	4UZFCHF16PCUR3559	2024	VT	DP		4369 FL	10/18/2023	10/26/2023
416351	4UZFCHE4PCUS0691	2024	VT	DP		4369 FL	9/1/2023	9/12/2023
416352	4UZFCHF9PCUZ3040	2024	VT	DP		4310 FL	7/18/2023	7/26/2023
416354	4UZACHFE0RCVJ8527	2024	VT	DP		3512 FL	10/30/2023	11/8/2023
416355	4UZACHFE6CVJ7513	2024	VT	DP		3809 FL	10/24/2023	11/2/2023
416356	4UZFCHF7RCVJ8595	2024	VT	DP		4068 FL	10/23/2023	11/1/2023
416357	4UZFCHF3RCVJ7592	2024	VT	DP		4369 FL	10/23/2023	11/1/2023
416358	4UZFCHF2PCUR1534	2024	VT	DP		4310 FL	10/17/2023	10/25/2023
416361	4VZAT1D17RC095364	2024	VT	DP		4369 S	11/13/2023	11/20/2023
416362	4VZAT1D14RC095421	2024	VT	DP		4037 S	12/6/2023	12/15/2023
416364	4VZAT1D13RC095393	2024	VT	DP		4369 S	11/30/2023	12/11/2023
416365	4VZAT1D19RC095365	2024	VT	DP		4326 S	11/13/2023	11/20/2023
416371	4VZAT1D16RC095291	2024	VT	DP		4369 S	9/28/2023	10/9/2023
416386	4UZACHFE5RCVJ8528	2024	VT	DP		3809 FL	11/1/2023	11/10/2023
502121	4VZVU1R19RC093624	2024	LA	DP		4551 S	2/1/2023	2/9/2023
502126	4VZVU1R14RC093630	2024	LA	DP		4569 S	2/15/2023	2/27/2023

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date on	Date off
502140	4VZVU1R10RC095214	2024	LA	DP		4521 S	8/9/2023	8/18/2023
502141	4VZVU1R11RC095285	2024	LA	DP		4535 S	10/5/2023	10/13/2023
502142	4VZVU1R14RC095216	2024	LA	DP		4535 S	8/17/2023	8/29/2023
502143	4VZVU1R14RC095202	2024	LA	DP		4551 S	7/27/2023	8/8/2023
502144	4VZVU1R16RC095184	2024	LA	DP		4551 S	7/24/2023	8/1/2023
502145	4VZVU1R14RC095166	2024	LA	DP		4551 S	7/17/2023	7/25/2023
502149	4VZVU1R12RC095165	2024	LA	DP		4569 S	6/19/2023	7/13/2023
502152	4VZVU1R1XRC095298	2024	LA	DP		4551 S	10/11/2023	10/19/2023
502163	4VZVU1R17RC095209	2024	LA	DP		4551 S	8/3/2023	8/15/2023
502165	4VZVU1R15RC095239	2024	LA	DP		4551 S	8/30/2023	9/8/2023
502168	4VZVU1R12RC095425	2024	LA	DP		4551 S	12/7/2023	12/18/2023
502169	4VZVU1R19RC095387	2024	LA	DP		4569 S	1/21/2023	12/5/2023
502173	4VZVU1R15RC095354	2024	LA	DP		4535 S	11/13/2023	11/20/2023
502181	4VZVU1R16RC095346	2024	LA	DP		4551 S	11/9/2023	11/17/2023
502182	4VZVU1R10RC095424	2024	LA	DP		4551 S	12/6/2023	12/15/2023
530776	4VZVU1R14RC093627	2024	KG	DB		4531 S	1/26/2023	2/6/2023
530782	4VZVU1R18RC095137	2024	KG	DB		4535 S	7/19/2023	7/27/2023
530783	4VZVU1R17RC095128	2024	KG	DB		4536 S	6/19/2023	7/13/2023
530797	4VZVU1R17RC095212	2024	KG	DB		4531 S	8/31/2023	9/12/2023
530799	4VZVU1R11RC095304	2024	KG	DB		4558 S	10/13/2023	10/23/2023
530801	4VZVU1R15RC095385	2024	KG	DB		4531 S	11/29/2023	12/7/2023
530802	4VZVU1R15RC095290	2024	KG	DB		4521 S	9/27/2023	10/6/2023
611301	4VZAU1D18RC093622	2024	DS	DP		4325 S	1/17/2023	1/25/2023
611311	4UZFCHF0RCUM8961	2024	DS	DP		4071 FL	2/23/2023	3/7/2023
611316	4UZFCHF4RCUM8980	2024	DS	DP		4369 FL	3/16/2023	3/29/2023
611340	4UZFCHF0PCUS0686	2024	DS	DP		4365 FL	7/24/2023	8/1/2023
611341	4UZFCHF3PCUR3549	2024	DS	DP		4365 FL	7/17/2023	7/25/2023
611342	4UZFCHF3PCUR3552	2024	DS	DP		4325 FL	7/19/2023	7/27/2023
611343	4UZFCHF3PCUV1110	2024	DS	DP		4369 FL	7/24/2023	8/2/2023
611344	4UZFCHF5PCU1636	2024	DS	DP		4369 FL	7/19/2023	7/27/2023
611345	4UZFCHF7PCU18960	2024	DS	DP		4369 FL	7/26/2023	8/3/2023
611346	4UZFCHF2PCU15068	2024	DS	DP		4326 FL	7/20/2023	7/31/2023
611349	4UZACHFE6RCV1117	2024	DS	DP		3836 FL	8/30/2023	9/8/2023
611350	4UZFCHF4RCUM8650	2024	DS	DP		4081 FL	7/26/2023	8/7/2023
611351	4UZFCHF1RCVJ7589	2024	DS	DP		4081 FL	10/23/2023	11/1/2023
611353	4UZFCHF0RCVH2840	2024	DS	DP		4081 FL	9/12/2023	9/28/2023
611374	4UZACHFE8RCVE0731	2024	DS	DP		3836 FL	8/17/2023	8/29/2023
611376	4VZAU1D10RC095071	2024	DS	DP		4081 S	6/19/2023	7/14/2023
611377	4VZAU1D11RC094521	2024	DS	DP		4325 S	7/11/2023	7/19/2023
611378	4VZAU1D11RC094529	2024	DS	DP		4369 S	6/20/2023	7/13/2023
611384	4UZFCHF7PCUV1101	2024	DS	DP		4369 FL	8/7/2023	8/16/2023
611385	4UZFCHF9PCUX8022	2024	DS	DP		4369 FL	10/6/2023	10/16/2023
611386	4UZFCHF4PCUS0688	2024	DS	DP		4369 FL	7/21/2023	8/1/2023
611387	4UZFCHF3RCVH5943	2024	DS	DP		4081 FL	9/26/2023	10/5/2023
611421	4UZACHFE1RCVJ6422	2024	DS	DP		3836 FL	10/24/2023	11/2/2023
611422	4UZFCHF9PCUY6718	2024	DS	DP		4369 FL	9/7/2023	9/26/2023
611429	4UZFCHF6PCUX8026	2024	DS	DP		4081 FL	8/3/2023	8/15/2023
611430	4VZAU1D13PC094531	2024	DS	DP		4326 S	7/31/2023	8/9/2023
611443	4UZFCHF2PCUX8024	2024	DS	DP		4081 FL	8/2/2023	8/14/2023
611451	4UZFCHF5PCUX8017	2024	DS	DP		4325 FL	8/16/2023	8/28/2023

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date on	Date off
611453	4UZACHFE4RCVE6185	2024	DS	DP		3836 FL	8/14/2023	8/22/2023
611456	4VZAU1D18PC094606	2024	DS	DP		4369 S	8/22/2023	9/1/2023
611457	4VZAU1D14PC094750	2024	DS	DP		4369 S	9/12/2023	10/2/2023
611458	4VZAU1D1XRC095419	2024	DS	DP		4369 S	12/1/2023	12/12/2023
611459	4VZAU1D19RC095363	2024	DS	DP		4081 S	11/15/2023	11/22/2023
611460	4VZAU1D15RC095277	2024	DS	DP		4369 S	10/11/2023	10/20/2023
611461	4VZAU1D11RC095325	2024	DS	DP		4325 S	10/23/2023	11/1/2023
611471	4VZAU1D15RC095361	2024	DS	DP		4071 S	11/13/2023	11/21/2023
611472	4VZAU1D1XRC095310	2024	DS	DP		4310 S	10/16/2023	10/24/2023
611474	4VZAU1D15RC095358	2024	DS	DP		4369 S	11/15/2023	11/29/2023
611481	4UZFCHFE2RCVG5520	2024	DS	DP		4081 FL	8/29/2023	9/7/2023
611485	4UZFCHFE5PCUV1111	2024	DS	DP		4369 FL	8/21/2023	8/31/2023
611489	4UZFCHFE6RCVJ8527	2024	DS	DP		4081 FL	11/9/2023	11/17/2023
611495	4UZACHFE0RCVJ4676	2024	DS	DP		3817 FL	10/13/2023	10/23/2023
611502	4UZACHFE3RCVJ6423	2024	DS	DP		3817 FL	10/31/2023	11/9/2023
611508	4UZFCHFE6RCVL9121	2024	DS	DP		4325 FL	12/5/2023	12/14/2023
611524	4VZAU1D11RC095342	2024	DS	DP		4369 S	11/2/2023	11/13/2023
711533	4VZAT1D10RC093620	2024	NA	DP		3539 S	12/15/2022	1/11/2023
711540	4UZACEFE8RCUM8957	2024	NA	DP		3547 FL	2/13/2023	2/22/2023
711559	4VZAT1D17PC094566	2024	NA	DP		3547 S	7/11/2023	7/25/2023
711565	4VZAT1D19RC095169	2024	NA	DP		3543 S	8/16/2023	8/28/2023
711566	4VZAT1D17PC094938	2024	NA	DP		3543 S	7/24/2023	8/2/2023
711568	4UZACEFE0RCVK3120	2024	NA	DP		3547 FL	11/21/2023	12/5/2023
711569	4UZACEFE4RCVE6184	2024	NA	DP		3543 FL	10/17/2023	10/25/2023
711575	4VZAT1D15RC095170	2024	NA	DP		3549 S	8/29/2023	9/8/2023
711580	4VZAT1D10RC095349	2024	NA	DP		3539 S	11/6/2023	11/14/2023
711582	4UZACEFE4RCVF2115	2024	NA	DP		3547 FL	10/11/2023	10/19/2023
711583	4UZACEFE3RCVJ7585	2024	NA	DP		3543 FL	12/7/2023	12/19/2023
711584	4UZACEFE4RCVJ8521	2024	NA	DP		3543 FL	11/8/2023	11/15/2023
711585	4UZACEFE4RCVJ0423	2024	NA	DP		3543 FL	11/14/2023	11/22/2023
711586	4UZACEFE4RCVJ3122	2024	NA	DP		3547 FL	11/30/2023	12/11/2023
711587	4UZACEFE2RCVK0423	2024	NA	DP		3547 FL	11/9/2023	11/17/2023
750910	4UZACHFE6RCUM8957	2024	KS	DP		3418 FL	1/30/2023	2/7/2023
750921	4UZACHFE3RCVJ050710	2024	KS	DP		3418 FL	6/16/2023	7/12/2023
750941	4UZACHFE6PCUV1126	2024	KS	DP		4011 FL	10/9/2023	10/18/2023
750943	4UZACHFE2PCUP8484	2024	KS	DP		3717 FL	9/27/2023	10/6/2023
801592	4VZVU1R18RC093629	2024	EX	DP		4521 S	2/22/2023	3/6/2023
801602	4VZVU1R10RC095164	2024	EX	DP		4551 S	7/18/2023	7/26/2023
801603	4VZVU1R12RC095161	2024	EX	DP		4521 S	7/25/2023	8/2/2023
801604	4VZVU1R11RC095237	2024	EX	DP		4551 S	8/22/2023	9/1/2023
801605	4VZVU1R16RC095187	2024	EX	DP		4569 S	9/28/2023	10/10/2023
801617	4VZVU1R19RC095213	2024	EX	DP		4551 S	8/15/2023	8/23/2023
801619	4VZVU1R13RC095272	2024	EX	DP		4595 S	9/14/2023	10/3/2023
801620	4VZVU1R14RC095345	2024	EX	DP		4595 S	10/30/2023	11/8/2023
801626	4VZVU1R12RC095442	2024	EX	DP		4595 S	12/6/2023	12/15/2023
905097	4VZVU1E19RC093628	2024	MA	DP		3823 S	1/31/2023	2/9/2023
905100	4VZVU1E18RC093619	2024	MA	DP		4551 S	2/23/2023	3/6/2023
905106	4VZVU1E10RC095168	2024	MA	DP		3825 S	7/18/2023	7/26/2023
905107	4VZVU1E12RC095186	2024	MA	DP		3825 S	7/26/2023	8/7/2023
905111	4VZVU1E19RC095167	2024	MA	DP		4118 S	6/16/2023	7/12/2023

Prod#	VIN Number	Year	Brand	Type	Floor	Chassis	Date on	Date off
905114	4VZVU1R17RC095274	2024	MA	DP		4551 S	9/14/2023	10/4/2023
905115	4VZVU1E1XRC095355	2024	MA	DP		4118 S	11/6/2023	11/14/2023
905117	4VZVU1E13RC095357	2024	MA	DP		3823 S	11/15/2023	11/22/2023
905119	4VZVU1E10RC095431	2024	MA	DP		3825 S	12/6/2023	12/18/2023
905135	4VZVU1E19RC095203	2024	MA	DP		4118 S	8/1/2023	8/10/2023
905136	4VZVU1E18RC095323	2024	MA	DP		4118 S	10/24/2023	11/2/2023
905137	4VZVU1E11RC095308	2024	MA	DP		4118 S	10/20/2023	10/31/2023
905138	4VZVU1E16RC095241	2024	MA	DP		4551 S	8/23/2023	9/5/2023
905139	4VZVU1E10RC095347	2024	MA	DP		4551 S	10/31/2023	11/8/2023
905145	4VZVU1E12RC095267	2024	MA	DP		3825 S	9/1/2023	9/12/2023
CANADIAN Units								
230557	1FVACYFE6RHVA6749	2024	SS	CC		4059 FS	5/20/2023	7/13/2023
611304	4UZACHFE8RCUM8958	2024	DS	DP		3836 FS	2/23/2023	3/7/2023
905144	4VZVU1E17RC095250	2024	MA	DP		4118 S	8/29/2023	9/7/2023

Superseded by
Bulletin 611