



WHEN YOU KNOW THE DIFFERENCESM

**NEWMAR PARTS & WARRANTY
DEPARTMENT**

**Dealer
Policies and Procedures Manual**

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WHEN YOU KNOW THE DIFFERENCESM

**NEWMAR PARTS
DEPARTMENT**

**Dealer
Policies and Procedures Manual**

NEWMAR PARTS DEPARTMENT

Dealer Parts Ordering Policies & Procedures

The Newmar Parts Department goal is to provide our customers with the correct part the first time in the quickest way possible. We realize that correct part acquisition is the primary factor in satisfying our mutual customer, the retail customer. Our inventory system affords us the ability to maintain accurate stocking levels and with the proper products to assist us in meeting this goal. For those items which we are unable to stock and require the assistance of our vendor, we are building a stronger, seamless partnership with them to provide these items to you in the fastest way possible.

BILLING

All parts orders will be billed to the dealership parts account with Newmar Corp. Payment terms are at the sole discretion of Newmar Corporation's Accounting Department.

PLACING PARTS ORDERS

For ease of ordering and parts catalog assistance, dealers are to utilize the ComNet2 Servicing Dealer resource Center on-line. The website address is comnet2.newmarcorp.com. Placing orders, checking order status (as well as tracking shipments); viewing specific coach build orders and viewing historical orders are all available on-line. To receive your Dealership's User ID's and Passwords, please contact a Newmar Parts Sales Representative. Instructions are included at the back of this document.

All NON-ComNet2 orders, including warranty parts orders will be assessed a processing fee of \$16.75 per order. This fee is not reimbursable on Newmar warranty claims. Any order with a special order item included (items that are specifically produced or cut for the order) will not be assessed a fee and should be ordered via telephone, fax or e-mail directly to specific sales representatives. Our fax number is 877-265-2930. If you would like assistance in the use of Newmar's ComNet2 Servicing Dealer Resource Center, please contact a Newmar parts representative at 800-561-5790 and we will be happy to assist you.

To ensure you receive the proper parts, all orders must contain the following information;

- Newmar's 5 or 6-Digit Serial Number of the Coach (this can be found in a kitchen overhead cabinet)
- The Coach's Color Package Number, when needed
- Dealer Number and Ship To Address
- Dealer Purchase Order Number
- Date Parts Ordered
- Date Parts Required at Your Dealership
- Complete Description of Parts
- Measurements (for Cabinet Doors, Baggage Doors, Windows, etc.)
- Location of Parts on Coach
- Shipping Instructions (Freight, Next Day, Second Day, Regular UPS, or Dealer Pick Up)
- Requests for Quotes can be submitted by Fax, e-mail, or phone.
- Larger quantity quotes may require to be faxed at Newmars' discretion.

ORDER CONFIRMATION

Stocked Items: Stocked items are shipped immediately. The invoice is faxed to you as confirmation. Any backordered items will appear on the invoice along with the Newmar purchase order number and projected date of arrival at Newmar.

NEWMAR PARTS DEPARTMENT

Dealer Parts Ordering Policies & Procedures

Special Order Items: Special order items will be ordered from Newmar vendors immediately. The packing list is faxed to you as confirmation. Items will include the Newmar purchase order number and projected date of arrival at Newmar.

- **All invoices are supplied to the dealer by fax every evening.**

LEAD TIMES / EXPEDITED SHIPPING

Parts in stock at Newmar will be shipped promptly. Any part not in stock will be back ordered and shipped as soon as it is received at Newmar. Confirmation is available on ComNet2. Unless authorized by Newmar, expedited shipment charges are the responsibility of the dealer. Lead times of items ordered requesting expedited shipments need to be verified by the dealer as non-stock items may not ship the same day as ordered. Newmar is not responsible to reimburse expedited shipment charges involving delayed shipment of non-stock items.

FREIGHT CHARGES

All parts orders that total \$100.00 or greater, will be shipped freight free. Any order that does not total a minimum of \$100.00 will have the shipping costs added to the order. The company or person requesting expedited service or items that require special handling and packaging, items considered hazardous material, or destinations outside the continental United States will be charged the cost of those services. Platinum dealers may request expedited service for items on an as needed basis.

ORDER STATUS INQUIRY

For immediate order status inquiry, please log on to comnet2.newmarcorp.com. Enter your Dealer User ID and Password. If you do not have the User ID and Password for your dealership, please contact a Newmar Parts Sales Representative for assistance. Once logged on, choose Order Status. From here, you can inquire all orders; open, completed and back-ordered. Tracking shipments can also be done from this website. If you do not have internet access, please call the Newmar Parts Department at 800-561-5790 for assistance.

Newmar will be able to advise you if the complete order, or part of the order, has been shipped. This service can also be used to obtain an estimated time of arrival on any backorders or aging parts orders. Before starting an "Order Status Inquiry," please keep the following information in mind;

- Parts not in stock at Newmar are subject to lead times established by our vendors.
- Check with your receiving personnel to see if the part has arrived.
- Allow for manufacturing, handling, and shipping time on orders before checking status.
- Be certain to reference the confirmation number on the request.

DIRECT SHIPMENTS

Dealers with open accounts may request parts shipped directly to a retail customer in the continental United States. All Overseas shipments are the responsibility of the dealer. However, if the customer has changed locations or the package(s) are undeliverable, the shipment will be forwarded to the dealer and the applicable fees will be charged. All "Ship To" customers must have a physical address and a phone number.

NEWMAR PARTS DEPARTMENT

Dealer Parts Ordering Policies & Procedures

DEALER PICK-UPS

Parts marked for Dealer Pick-Up will be held for 10 working days after Newmar has received the parts. All parts will be shipped to the dealership after this holding period. There will be no discounts given for parts picked up at Newmar.

DAMAGED PARTS

The dealer is responsible for inspecting all packages from Newmar for visual damage **prior** to signing the Bill of Lading or Acceptance Form. Any discrepancies or hidden damage needs to be reported to Newmar within 24 hours of receipt of package. Any hidden damage detected after a 24 hour time frame will need to be reported directly to the respective carrier and their guidelines for reimbursement will apply. It is the dealer's responsibility to inspect all parts upon receipt within the allotted time frame. Any re-order needs to be placed by the dealership and a new Purchase Order number provided to Newmar at that time.

Refusal of shipments is acceptable upon confirmation that damage has occurred to the item(s) shipped. Upon refusal of a damaged shipment, the re-order needs to be placed by the dealership and a new Purchase Order number provided to Newmar at that time.

DEFECTIVE MATERIALS

NON-INSTALLED COMPONENTS

Upon the receipt of a part that has a manufacturers defect, please contact a Newmar Parts Sales Representative immediately. Newmar will determine if the part can be repaired or needs to be replaced. If the part can be repaired, an estimate must be submitted to the Newmar Parts Department before beginning any repair. To receive credit for a repair, a copy of the work order and a photograph of the damage/DEFECT must accompany the **Return/Credit Request Form.** (Refer to the Parts Return/Credit Procedures.)

INSTALLED COMPONENTS

The replacement costs of both parts and labor of **defective warranty replaced components or parts** will be covered for the greater of 90 days following installation or the term of Newmar's expressed limited warranty. Please contact Newmar technical support personnel for approval. The parts cost of **defective non-electronic, non-warranty replaced components** purchased through the Newmar Parts Department is covered for 90 days following purchase. Defective electronic components, which have their own warranties are excluded from this credit policy. Please contact the Newmar Parts Department sales personnel for approval.

FURNITURE, CABINETRY, ELECTRONIC AND WARRANTY REPLACEMENT PARTS

Some warranty parts which are to be returned to Newmar for warranty credit must have prior warranty authorization from the Newmar Warranty Department. To determine which items require prior authorization, please refer to the Newmar Flat Rate Manual. This authorization number must be provided to the Newmar Parts Department when placing your order. Failure to do so will result in a claim adjustment or denial.

NEWMAR PARTS DEPARTMENT

Dealer Parts Ordering Policies & Procedures

All parts orders in excess of \$500.00 and used for warranty purposes must have prior authorization from the Newmar Warranty Department prior to ordering. All special ordered items are subject to the Newmar Parts Return Policy.

Upon the request for furniture and cabinetry, a quote form will be generated with all pertinent information. This information will include the serial number, model number, description, color package, and a sketch drawing or print of the item requested. These documents will be faxed back to the attention of the person ordering the part for a signature acknowledging that the correct item(s) is being requested. Upon the receipt of the signed quote form, Newmar parts will change the request to an order and the normal parts ordering process will take place. Newmar will only provide for sale standard stock unit cabinets. No special cabinet orders will be accepted.

On electronic warranty replacement parts, the dealer must order the electronic component through the Newmar Parts Department, providing them with the authorization and serial number supplied by the Warranty Department. These components will be sold and reimbursed at a reduced cost. Items utilized from existing dealer inventory should be reordered using the authorization received from the Newmar Warranty Department.

ORDER CANCELLATION POLICY

All cancellation requests must be submitted by fax. A 15% cancellation fee may be assessed for items specifically ordered from suppliers. Items already in production may not be canceled.

PARTS RETURN / CREDIT PROCEDURES

Please adhere to all of the following procedures to receive credit for returned parts. If all of the steps are not followed, credit will not be issued.

Newmar has extended the time frame allowed for returning parts. Enclosed with each shipment is a Packing Slip noting the items that were shipped and or back-ordered. Newmar has pre-determined if a part is Returnable or Non-Returnable. Any Non-returnable part is noted as such in the comment field of each part ordered. Any Returnable item (those not noted as non-returnable) can be returned within 90 days to receive full credit. Any returnable item received after the grace period, but up to 120 days will be assessed a 20% restocking fee. Platinum dealers may return a **“returnable item”** for credit up to 150 days. Beyond the 150 day time frame up to 12 months, the request must be accompanied by a replacement stock parts order equal to or greater than the amount of credit requested. All Platinum dealers must use the Return/Credit Request/Order Form. An **RGA FORM** must be completely filled out with every part returned.

An **RGA number** will not be necessary during the 90 day grace period (150 days for Platinum dealers). Any returnable item to be returned past the 90 day time frame but not past **120 days (12 months for Platinum dealers)** will require a **RGA number** prior to returning to Newmar. **PLEASE NOTE:** This **RGA number** MUST be placed on the outside of the box and shipped to: Newmar Parts Department, 72185 CR #3, Nappanee, IN 46550-0003 ATTN: NEWMAR PARTS DEPARTMENT.

NEWMAR PARTS DEPARTMENT

Dealer Parts Ordering Policies & Procedures

Any consideration of **Non-returnable items** would require an RGA form being completed and faxed in for review and an **RGA number** obtained prior to return of item.

Any Parts received without an **RGA form** may be returned to the dealer freight collect. All freight charges for returnable items are the responsibility of the dealership.

All returned parts must be in resalable condition, without damage, seen or unseen, in the original packaging and the returned part must be shipped by a Newmar designated carrier. Acceptable carriers include United Parcel Service (UPS) for packages and Roadway Freight for freight shipments. Any part that has been returned, but lacks proper packaging material that results in damage to the returned product may not be credited at Newmar's discretion.

Should a dropped shipped item need to be returned, the Return/Credit Request Form must then be completed and faxed in for prior approval.

RESTOCKING FEE

Returns are subject to a 20% restocking fee on parts returned for restocking **past the 90 day** grace period but no longer than 120 day time frame.

NON-RETURNABLE ITEMS

- Special Order Items (cabinets, furniture, etc.)
- Items cut from a roll to fill an order (carpeting, fabric, striping, seals, screwcover, etc.)
- Items altered by the Dealership (painted baggage doors, etc.)
- Items not purchased through the Newmar Parts Department.
- Any item marked non-returnable in the comment field of the order.

72185 COUNTY ROAD 3
P.O. Box 30
NAPPANEE IN 46550



800.561.5790
FAX. 877.265.2930

FAX ORDER/QUOTE FORM

(CIRCLE ONE)

DEALER NUMBER _____

DATE _____

SOLD TO: _____

SHIP TO: _____

ATTN: _____

ATTN: _____

PHONE: _____

PHONE: _____

SERIAL NUMBER	MODEL NUMBER	MODEL YEAR	COLOR CODE
DEALER P.O. NUMBER		CONFIRMATION NUMBER	

SHIP VIA: STANDARD SERVICE

- ☐ UPS GROUND
☐ GROUND FREIGHT
☐ DEALER PICK UP

EXTRA CHARGE SERVICE

- ☐ UPS NEXT DAY AIR
☐ UPS SECOND DAY
☐ AIR FREIGHT

QUANTITY	UNIT OF MEASURE	PART NUMBER	DETAILED DESCRIPTION

WARRANTY REPLACEMENT PARTS COSTING OVER \$500.00 MUST HAVE A PRIOR AUTHORIZATION # _____

SIZE

DATE PARTS NEEDED BY _____

WIDTH X HEIGHT

SPECIAL INSTRUCTIONS: _____

SIGNATURE _____

TO INSURE PROPER PART SHIPMENT, PLEASE BE AS DETAILED AS POSSIBLE. PLEASE NOTE THAT SPECIAL ORDER ITEMS ARE NOT REFUNDABLE. BE SURE TO INCLUDE THE NEWMAR UNIT SERIAL NUMBER FOR ALL SPECIAL ORDERS. PLEASE VERIFY ALL DESCRIPTIONS WITH YOUR CUSTOMER PRIOR TO PLACING AN ORDER.

72185 COUNTY ROAD 3, POB 30
NAPPANEE IN 46550
PH: 800.561.5790
FAX: 877.265.2930



RGA # _____

APPROVED ☐

DENIED ☐

RETURN/CREDIT REQUEST FORM

NEW PARTS ONLY. DOES NOT INCLUDE WARRANTY RETURN PARTS

THIS SECTION TO BE COMPLETED BY THE DEALERSHIP RETURNING THE PARTS

Dealer Number _____ Today's Date _____
Dealer Name _____ Invoice Number _____
Requested By _____ Confirmation Number _____
Dealer Fax Number _____ Parts Representative _____

QTY	PART #	PART DESCRIPTION	UNIT PRICE	TOTAL

REASON FOR RETURN ____

- 1.) Did not need _____ 2.) Dealer ordered incorrectly _____ 3.) Incorrect part _____
4.) Defective Product _____ 5.) Other _____

TOTAL CREDIT REQUESTED
\$ _____

If incorrect or defective, you must list in detail what was incorrect or defective with the part before receiving RGA approval _____

THIS SECTION TO BE FILLED OUT BY A NEWMAR PARTS REPRESENTATIVE

Credit Only ☐ Parts Total _____
Return Part(s) ☐ 20% Restocking Fee - _____
Must Ship Via _____ Credit Due = _____
Weight _____ Number of Pieces _____

REMINDER: PARTS MUST BE RETURNED WITHIN 30 WORKING DAYS AFTER RGA NUMBER IS ISSUED.

Comments _____

Authorized By _____ Date _____

THIS SECTION TO BE FILLED OUT BY THE NEWMAR RECEIVING DEPARTMENT

Received By _____ Date _____
Condition _____
Disposition of Parts _____

72185 COUNTY ROAD 3
NAPPANEE IN 46550
800.561.5790
FAX, 877.265.2930



RG#

PLATINUM RETURN/CREDIT REQUEST/ ORDER FORM

APPROVED

NEW PARTS ONLY. DOES NOT INCLUDE WARRANTY RETURN PARTS

DENIED

THIS SECTION TO BE COMPLETED BY THE DEALERSHIP RETURNING THE PARTS

Dealer Number _____ Today's Date _____
Dealer Name _____ Invoice Number _____
Requested By _____ Confirmation Number _____
Dealer Fax Number _____ Parts Representative _____

QTY	PART #	PART DESCRIPTION	UNIT PRICE	TOTAL

REASON CODE FOR RETURN OF ITEM (CHECK ONE OR EXPLAIN)

- 1.) Did not need ____ 2.) Dealer ordered incorrectly ____ 3.) Incorrect Part ____
4.) Defective Product ____ 5.) Other ____ 6.) Restocking Program ____

TOTAL CREDIT REQUESTED

\$ _____

If incorrect or defective, you must list in detail what was incorrect or defective with the part before receiving RGA approval.

NEWMAR PLATINUM SERVICE DEALER RESTOCKING PROGRAM
FOR PARTS RETURNED PAST 150 DAYS BUT NO LONGER THAN 12 MONTHS
NEW PURCHASED PARTS

PURCHASE ORDER # _____

QTY	PART #	PART DESCRIPTION	UNIT PRICE	TOTAL

THIS SECTION TO BE FILLED OUT BY A NEWMAR PARTS REPRESENTATIVE

Credit Only ☐
Return Part(s) ☐
Must Ship Via _____ Parts Total _____
Credit Due = _____

REMINDER: PARTS MUST BE RETURNED WITHIN 30 WORKING DAYS AFTER RGA NUMBER IS ISSUED.

Comments _____

Authorized By _____ Date _____

THIS SECTION TO BE FILLED OUT BY THE NEWMAR RECEIVING DEPARTMENT

Received By _____ Date _____
Condition _____
Disposition of Parts _____



355 N DELAWARE STREET
NAPPANEE IN 46550-0030
574-773-7791 - FAX 574-773-7798

ACKNOWLEDGEMENT

DATE

PAGE

SHIP TO: Your Dealership
Your Street
Your Town, USA

EXPORT

CURRENCY

SOLD TO: Your Dealership
Your Street
Your Town, USA

TERMS

CUSTOMER	ORDER	SLS.REP	PURCHASE ORDER NUMBER	REF. NO.
1 8000300	CO 324567	123	PO123456	

SHIPPING INSTRUCTIONS

UPS GROUND

LINE NO	ITEM NUMBER / DESCRIPTION	U / M	QUANTITY / PRICE	AMOUNT
	Carrier : UPS GROUND 38468 MIRROR BEVEL 32-5/8x42 Request 12/12/06 Ship 12/12/06 Warehouse 10 Location ZORD	EA	1.000 500.000	500.00
	2006 DSDP 68909* NEED ONE BEVELED MIRROR. #227202-12/12		Expected delivery date to Newmar	
	NO TAXES			.00

Newmar Parts Department's
Purchase Order placed w/Vendor

NET SALES 500.00
MISC CHARGES .00
FREIGHT .00
TAXES .00

MISC CHARGES 2 .00
MISC CHARGES 3 .00

ORIGINAL
ACKNOWLEDGEMENT

ORDER TOTAL 500.00

ComNet2 Overview

Main Catalog/Coach Specific Views of

- **Coach Specific Information, 2000 through Current Model Year**
 - Sales Brochure
 - Floorplan Drawing
 - Technical Service Bulletins
 - Year/Brand/Type Catalog Listing
 - Coach Owner's Guide
 - Cabinet Doors Originally Ordered for the Coach
 - Windows Originally Ordered for the Coach
 - Baggage Door Pic-a-Parts
 - Exterior Lighting & Exterior Shell Pic-a-Parts
 - Interior Décor Boards
 - Exterior Color Scheme with Paint Codes
- **By Model Year Information, 1999 through Current Model Year**
 - Baggage Door & Window Pic-a-Parts
 - Exterior Shell, Exterior Lighting and Exterior Graphics Pic-a-Parts
 - Décor Board Samples for each Color Package
 - Exterior Color Schemes with Paint Codes
 - Sales Brochures (for most model years)
- **Order Status and Tracking**
 - **Item Listing – (All items; including unit of measure and image)**
 - Search by Newmar Part Number, Item Description or Vendor Part#

Parts Administrative Information

- **Paint Code Pages, 1999 through Current Model Year**
- **Technical Service Bulletins**
 - All Technical Service Bulletins available in printable (pdf) format
- **Newmar Parts Department Guidelines**
 - Complete Guidelines and Forms available in printable (pdf) format
 - Fax Order/Quote Form
 - Return/Credit Request Form
 - Parts Ordering & Catalog System – ComNet2 Steps
- **Platinum Servicing Dealer Information**

Warranty Administrative Information

- **Paint Code Pages, 1999 through Current Model Year**
- **Technical Service Bulletins**
 - All Technical Service Bulletins available in printable (pdf) format
- **Newmar Warranty Department Guidelines**
 - Complete Guidelines and Forms available in printable (pdf) format
- **Platinum Servicing Dealer Information**
- **Owner's Guides by Model Year – 2005 through Current Model Year**
- **Flat Rate Manual**
 - Complete Manual available in searchable and printable (pdf) format

Newmar Corporation's Parts Ordering and Catalog System

Each Dealership is assigned two (2) User ID's and Passwords.

- ✚ The Standard ComNet2 ID/Password provides access to:
 - Ⓢ Ordering and Order Status abilities
 - Ⓢ Item Listing Information
 - Ⓢ Coach Specific Data:
 - ✚ Corresponding Year/Brand/Type data
 - ✚ Baggage Door Pic-a-Part, floorplan specific, with Floorplan Drawing
 - ✚ Cabinet Doors Originally Ordered for the unit
 - ✚ Miscellaneous Parts Ordered for the unit
 - ✚ Windows Originally Ordered for the unit
 - ✚ Exterior Lighting and Exterior Shell
 - ✚ Interior Décor Boards and Exterior Paint Schemes with Paint Codes
 - ✚ Owner's Guide in pdf format
 - ✚ All Newmar Technical Service Bulletins
 - Ⓢ Model Year Catalog
 - Ⓢ Parts Department Sale Page
 - Ⓢ Administrative Information
 - ✚ ComNet Parts Instructions
 - ✚ ComNet Warranty Instructions
 - ✚ Parts Department Administrative Information
 - Paint Code Pages (1999 – Current)
 - Technical Service Bulletins (1999 – Current)
 - Policies and Procedures Manual (with forms)
 - Platinum Servicing Dealer Information
 - ✚ Parts & Service Newsletters (2001 – Current)
 - ✚ Warranty Department Administrative Information
 - Paint Code Pages (1999 – Current)
 - Technical Service Bulletins (1999 – Current)
 - Policies and Procedures Manual (with forms)
 - Flat Rate Manual
 - Owner's Guides (2005 – Current)
 - Platinum Servicing Dealer Information

- ✚ Retail View ID/Password provides VIEW ONLY access to all of the above listed above information for displaying photos to Retail Customers. Orders cannot be placed when signed on with this password.

After receiving your dealership's User ID and Password, go to <http://comnet2.newmarcorp.com> . At this screen, enter the ID/Password that will provide the information you are wanting. Please note that the passwords are case sensitive. If you do not have your dealership's ID/Password contact a Parts Sales Representative. They can provide it for you.

At this point, sign on with the Standard ComNet2 ID/Password provided.

From this view, choose your next step:

CATALOG SHOP

Catalog Shop provides access to an assortment of information.

1. Coach Specific Data - searched by Serial Number.
2. Coach Specific Data – searched by VIN number.
3. Model Year listing – 1999 thru Current.
4. Contains the Listing of 'SALE PAGE' items available.
5. Administrative Instructions & Information.

SEARCH BY SERIAL NUMBER

Currently, Coach Specific information is available on the 2000 thru current Model Years, with limited information on a Coach to Coach basis.

To access the Coach Specific information simply enter the Newmar Coach number with a 'CS' after it in the SEARCH CATALOG box and click the 'GO' button. This can be done at any point in the Catalog.

Clicking the [CoachNumberCS](#) (this example [903788CS](#)) in the category column displays Coach Specific information such as:

- o Year/Brand/Type data
- o Baggage Doors – Standard and/or Optional by floorplan – Coach Specific options not included
- o Cabinet Doors – originally ordered
- o Miscellaneous Parts – originally ordered
- o Windows – originally ordered
- o Furniture – originally ordered
- o Exterior Lighting – Standard by floorplan
- o Exterior Shell – Standard by floorplan
- o Exterior Paint Scheme with Paint Codes
- o Interior Décor
- o Model Year Owner's Guide
- o Year/Brand/Type Related TSB's

Top Level > 903788 - 2008 MA DP 4528 - 4VZAT1C928C064352

2008 Mountain Aire Diesel Pusher Catalog Click the blue Year/Brand/Type to view the catalog listing. Click the 'MORE INFO' button to view the Brochure. More Info	Baggage Doors - 2008 MA DP 4528  Click the 'Pic-A-Part' Icon. Click the Floorplan Image to View or Print Parts	Baggage Doors - 2008 MA DP 4528 - Optional Power Locks  Click the 'Pic-A-Part' Icon. Click the Floorplan Image to View or Print Parts
Coach Specific Cabinet Doors - 903788 - 2008 MA DP 4528 Click the Blue Coach Number to View Door Listing.	Coach Specific Miscellaneous Parts - 903788 - 2008 MA DP 4528 Click the Blue Coach Number to View Miscellaneous Parts Listing.	Coach Specific Windows - 903788 - 2008 MA DP 4528 Click the Blue Coach Number to View Window Listing.
Exterior Lighting Click the 'Pic-A-Part' Icon. Click the Blue 'Category Number' to view the Part Listing. Parts	Exterior Shell Click the 'Pic-A-Part' Icon. Click the Blue 'Category Number' to view the Part Listing. Parts	GRAPHICS - ECLIPSE - FULL PAINTED EXTERIOR GRAPHICS Click Here for Exterior View Click the 'MORE INFO' button to Print the Paint Code Formula Page. More Info
Interior Decor MS8-731 - Eclipse 	Owner's Guides - 2008 Mountain Aire Diesel Pusher Click the 'MORE INFO' button for the Owner's Guide More Info	Technical Service Bulletins - 2008 MA DP

Clicking on the category will display the information requested. For example, clicking the [Technical Service Bulletins – 2008 MA DP](#) will display the Technical Service Bulletins associated with this unit, etc.


Please remember the Baggage Door and Exterior Shell/Lighting listings are what MAY be installed, standard or optional on the unit. Coach specific options are not strictly listed.

In regards to the Cabinet Doors, Miscellaneous Parts and Window listings, this information is what was ordered at the time Newmar Production was provided the sales order. If any changes happened after this time, the actual doors, parts or windows may differ from this list.

“PARTS” BUTTON OR PARENT/CHILD RELATIONSHIP




When you see an item that has a “Parts” button below it, this button indicates that there are individual parts that belong to the original number you are looking at. For example, if you look up part number 09429(Exterior Mirror), there is a “Parts” button telling you that there are parts that belong to this mirror that you may want to review before buying the entire item. 09429 would act as the “Parent” and the other miscellaneous parts would be considered the “Children”.

09429



Vendor Part # - 306-WH-9002-A8C
 CHRT-943 PASS SIDE MIRROR
 MIRROR EXT PAINTABLE DS 79512
 305.23 EA (2 Avail.)
 1 [Add](#)
[Parts](#)

Parts for Item: 09429
 Found 13 Parts


	ITEM NO.	DESCRIPTION	U/M	PRICE	AVAIL	QUANTITY
	01353	MIRRORS CUP-CONVEX MNTG	EA	11.22	3	1
	01905	SWITCH MIRROR HT ILL SW5019YEL	EA	11.24	57	1
	02297	MIRRORS CNVX9000 ON SNPON SKT	EA	28.41	0	1

YEAR/BRAND/TYPE

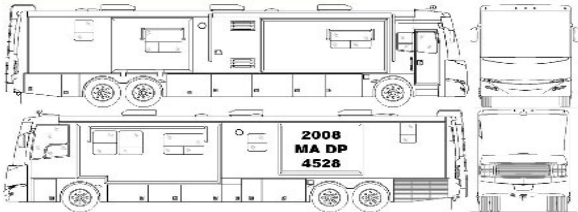
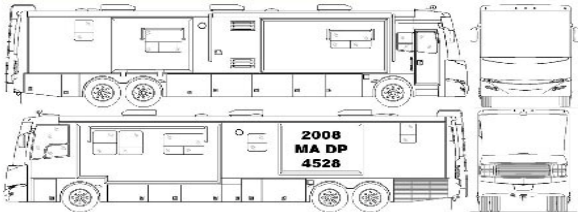
The first choice in the Coach Specific List would be the 'Year/Brand/Type' information. Once selected, drilling down to the assembly in question will display the parts used, both Standard and Optional, on this unit. When parts are changed throughout the Model Year, information detailing what and when a specific item was changed, including the replacement item data.

-CATEGORIES- <input type="button" value="GO"/> <input type="button" value="Speed Entry"/>		
Top Level > 903788 - 2008 MA DP 4528 - 4VZAT1C928C064352 > 2008 Mountain Aire Diesel Pusher Catalog		
Adhesives & Sealants Adhesives, Sealants and Gaskets	Air Conditioning & Heating Dash and Roof Air Conditioning and Ducting, Furnace and Ducting and LP Gas Systems	Appliances & Accessories Entertainment Systems, Information Stickers, Microwaves, Ranges, Refrigerators, Water Heater and Accessories
Cabinets & Furniture Chairs, Countertops, Hardware, Mattresses, Sofas, Sofa Pillows Stiles and Tables Listing	Chassis Axles, Covers, Fuel System, Jacks, Misc. Motorized, Tires and Wheels	Construction Steel, Aluminum, Wood, etc
Electrical Batteries, Breakers, Convertors, Exterior Lighting, Fuses, Generators, Interior Lighting, Invertors, Recepts, Switches and Wire Harnesses	Exterior Awnings, Baggage Doors with P-A-P, Entrance Doors, Steps, Exterior Shell with P-A-P, Exterior Shell, Graphics, Trim, Vents, Windows with P-A-P <input type="button" value="Parts"/>	Interior Bedding & Access., Dash Components, Floor Coverings, Interior Passage Doors, Mirrors & Glass, Panels, Wallpaper & Seam Tape, Plastic Trim, Window Treatment and Wood Trim
Plumbing Fixtures, Sinks, Lavatories & Stools, Holding Tanks, Tubs & Enclosures, Water Lines & Fittings <input type="button" value="Parts"/>	Slideout Mechanism Slideout Components, Fascia, etc	

BAGGAGE DOORS




Baggage Door information is captured on 'Pic-A-Part' pages. Simply click on the 'Pic-A-Part' icon  to open the page. Once open, move the mouse over the image to the desired baggage door. The mouse will change from the 'arrow' to the 'hand' pointer. Left click on the door to highlight the item number associated. Click on the 'Add' button to order.

The Exterior Lighting and Exterior Shell 'Pic-A-Part' pages associated with this unit, as well as any other 'Pic-A-Part' assembly throughout the Catalog, will all function in this manner.

ITEM NO.	DESCRIPTION	BAGGAGE DOORS LISTED ARE STANDARD. CHECK BUILD ORDER FOR POSSIBLE FLOORPLAN CHANGES.
09407	DOOR BAG NWM 63½X32½X24 ODS LV	
86742P	DOOR BAG NWM19-5/8X32-1/8DS SS	
86744P	DOOR BAG NWM 51½X32-3/8 TOP	
86745P	DOOR BAG NWM 47¼X32-1/8 DS SS	
86747P	DOOR BAG NWM 37¼X32-1/8 DS SS	
86748P	DOOR BAG NWM 43¼X32-1/8 DS SS	
86749P	DOOR BAG NWM 47¼X24 ODS SS	
86750P	DOOR BAG NWM 37¼X24 ODS SS	
86751P	DOOR BAG NWM 23¼X24 ODS SS	
86753P	DOOR BAG NWM 23½X32-3/8	
86754P	DOOR BAG NWM 26X32-1/8 ODS SS	
95863	SEAL WIPER BAGGAGE DOOR Gasket Used on Top Rail of Side Swing Baggage Door Compartment	
96539P	DOOR BAG NWM 42¼X26½ DS SS	

CABINET DOORS

To view the Cabinet Doors originally ordered for this unit, click the Cabinet Door Category (example: [Coach Specific Cabinet Doors – 903788 – 2008 MA DS 4528](#)). This list provides the Part Number, Description, Location and Image (when available).

Top Level > 903788 - 2008 MA DP 4528 - 4VZAT1C928C064352 > Coach Specific Cabinet Doors - 903788 - 2008 MA DP 4528		
86805  <small>Image for Color Only</small> FRONT OHC - Qty - 2 CARCHY FRAME LVR 8 X 16-5/8 121.22 EA(0 Avail.) <input type="text" value="1"/> Add	100719  <small>Image for Color Only</small> KIT OHC - Qty - 1 CARCHY FRAME LVR 11 X 10-1/4 124.41 EA(0 Avail.) <input type="text" value="1"/> Add	96405  <small>Image for Color Only</small> KIT BASE - Qty - 1 CARCHY FRAME LVR 12-5/8X5-7/8 121.22 EA(0 Avail.) <input type="text" value="1"/> Add




MISCELLANEOUS DATA

To view any Miscellaneous Parts originally ordered for this unit, click the Miscellaneous Category (example: [Coach Specific Miscellaneous Parts – 903788 – 2008 MA DP 4528](#)). Mirrors and Wall Art are among the various items listed here.

Top Level > 903788 - 2008 MA DP 4528 - 4VZAT1C928C064352 > Coach Specific Miscellaneous Parts - 903788 - 2008 MA DP 4528		
MIRROR BEV/GRV 12 X 16  <small>Example of bev/grv design</small> Vendor Part # - 12X16TMZBV1-V PARTS DEPT USE #31024P 36753 MIRROR BEV/GRV 12 X 30-1/2 34.20 EA(0 Avail.) <input type="text" value="1"/> Add	36753  <small>Example of bev/grv design</small> Vendor Part # - 12X3012TMZBV1-V MIRROR BEV/GRV 12 X 30-1/2 34.20 EA(0 Avail.) <input type="text" value="1"/> Add	102364  <small>Example of bev/grv design</small> Vendor Part # - 08 MA/EX MIRROR BEV/GRV 24 X 11 33.62 EA(0 Avail.) <input type="text" value="1"/> Add

WINDOW DATA

To view the Windows originally ordered for this unit, click the Window Category (example: [Coach Specific windows – 903788 – 2008 MA DP 4528](#)). This list provides the Part Number, Description, Location and image (when available).

-CATEGORIES- <input type="button" value="GO"/> <input type="button" value="Speed Entry"/>		
Top Level > 903788 - 2008 MA DP 4528 - 4VZAT1C928C064352 > Coach Specific Windows - 903788 - 2008 MA DP 4528		
72563  7690 Vendor Part # - 285-175-100 SO-ODS BEDROOM BLK THERMAL 18X22 V-SLIDE PSO 272.09 EA(0 Avail.) <input type="text" value="1"/> Add	76711  7690 SO-ODS SOFA END & SO-ODS DINE END BLK THERMAL 24X26 V-DROP 364.80 EA(0 Avail.) <input type="text" value="1"/> Add	90238  6401 (WITH SCREEN) Vendor Part # - 6401-305-175-08 LN-ODS CHEST FRAMELESS 18X31X2.5 TRQ NE 412.63 EA(0 Avail.) <input type="text" value="1"/> Add

EXTERIOR GRAPHICS

The Exterior Graphics can be viewed and printed in two very different formats. Selecting the 'More Info' button, will open the pdf Paint Code Formula Page.



By Clicking the thumbnail image, a larger image of the of the Exterior will be displayed.



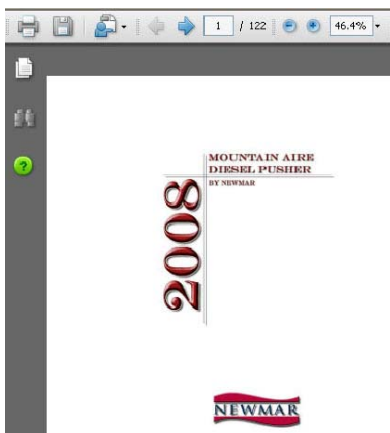
INTERIOR DECOR

By Clicking the thumbnail image, a larger image of the of the Interior Decor will be displayed.



OWNER'S GUIDES

By selecting the 'MORE INFO' button, the Owner's Guide specific to the Year/Brand/Type of coach is available in pdf format, for viewing or printing.



TECHNICAL SERVICE BULLETINS

To view the Technical Service Bulletins affecting this unit, clicking on the: [‘Technical Service Bulletins – 2008 MA DP’](#) Category. This will display a list of TSB’s for this particular coach. Clicking on the ‘MORE INFO’ button will open the TSB pdf document. If the TSB is highlighted in blue, rather than white, there are parts associated with it. Click the TSB# to display these parts.

Top Level > 903788 - 2008 MA DP 4528 - 4VZAT1C928C064352 > Technical Service Bulletins - 2008 MA DP		
TSB #222 RETURNING PARTS FOR WARRANTY CREDIT THAT CONTAIN HAZARDOUS MATERIALS More Info	TSB #300 Power Washing Units in Indement Weather More Info	TSB #315 Spartan IFS Front Shock Separation Spartan More Info
TSB #320 Norcold 1200 Series Refrigerator Door Adjustment Information More Info	TSB #322 Adding / Modifying Cooling Fan in Essex Satellite Receiver Cabinet More Info	TSB #327 Spartan TSB CSB07-940-001 Possible Fastener Hardware Fracture More Info

SEARCH BY VIN

There are two ways to convert a VIN to a Newmar Serial Number. By selecting the ‘MORE INFO’ button, a pdf listing of Newmar unit will open. Enter a partial VIN in the ‘Find’ box (if the ‘Find’ box isn’t open, Ctrl F to open) and Enter. This will search the pdf document until the criteria is found. This pdf document can also be used to convert a Newmar Serial Number to a VIN. The VIN can also be found by performing a search using the ‘Catalog Search’ box. Be certain to select the ‘Vendor Item Number’ button, enter the partial VIN and click ‘GO’.

Search Catalog

Turn On COM_Net2 suggest

-CATEGORIES-

TOP LEVEL 1. SEARCH BY SERIAL NUMBER <small>Vendor Part # - text for VP# Enter the Newmar Coach Number followed by a 'CS'. For Example: 903172CS in the "SEARCH CATALOG" box above.</small> More Info	2. SEARCH BY VIN <small>Search by Full or Partial VIN in the "SEARCH CATALOG" box above.</small> More Info	3. SEARCH BY MODEL YEAR
4. SALE PAGE <small>LIMITED STOCK - Sale price applies to quantities in stock - All sales are final.</small>	5. Instructions & Information	

Coach #	Chassis VIN #	Year	Brand	Type	Floorplan	Int Decor	Original Date of Purchase
22289	3FCMF53GXTJA09037	1997	KA	CA	3780	279	09/19/1996
22290	4S7MT9K03TC021453	1997	KA	DP	4057	280	03/17/1997
22291	1NFLS4036V0022291	1997	KA	FW	40LSDK	283	08/30/1996
22292	1NFSK3622V0022292	1997	KA	FW	36SKDS	281	09/09/1999
22356	3FCMF53G3VJA00358	1997	KA	CA	3780	283	09/21/1996
22357	1NFRK3626V0022357	1997	KA	FW	36RKW	283	09/09/1999
22358	1NFRL3936V0022358	1997	KA	FW	39RLSE	279	08/30/1996

MODEL YEAR

Choosing the blue '[MODEL YEAR](#)' Category will display the 1999 thru Current Model Years available. After choosing a particular Model Year, the various Brand/Types listings display. For example, after selecting 2008MY, all Brand/Types for the 2008 Model Year are listed. Next, choose the Brand/Type of unit you need information on. Note the 'More Info' button will open the Sales Brochure pdf document for that Year/Brand/Type of unit. At this point, each Year/Brand/Type of unit is divided into Categories and Sub-Categories. The Categories and Sub-Categories displayed are consistent throughout all of the Model Years listed in the catalog.

[Top Level](#) > [3. SEARCH BY MODEL YEAR](#)

1999 Model Year	2000 Model Year	2001 Model Year
2002 Model Year	2003 Model Year	2004 Model Year
2005 Model Year	2006 Model Year	2007 Model Year
2008 Model Year	2009 Model Year	

[Top Level](#) > [3. SEARCH BY MODEL YEAR](#) > [2008 Model Year](#)

2008 All Star Mid Engine Catalog Click the Year/Brand/Type to view the catalog listing. Click the 'MORE INFO' button to view the Brochure. More Info	2008 Bay Star Class A Catalog Click the Year/Brand/Type to view the catalog listing. Click the 'MORE INFO' button to view the Brochure. More Info	2008 Canyon Star Class A Catalog Click the Year/Brand/Type to view the catalog listing. Click the 'MORE INFO' button to view the Brochure. More Info
2008 Cypress Fifth Wheel Catalog Click the Year/Brand/Type to view the catalog listing. Click the 'MORE INFO' button to view the Brochure. More Info	2008 Dutch Star Diesel Pusher Catalog Click the Year/Brand/Type to view the catalog listing. Click the 'MORE INFO' button to view the Brochure. More Info	2008 Essex Diesel Pusher Catalog Click the Year/Brand/Type to view the catalog listing. Click the 'MORE INFO' button to view the Brochure. More Info

SALE PAGE

Choosing the blue '[SALE PAGE](#)' Category will display the list of items currently available at a discounted price. As noted, these items are LIMITED STOCK and All Sales are FINAL.

<p>00182</p>  <p>Vendor Part # - 310118 LIMITED STOCK - Sale price applies to quantities in stock - All sales are final. CVR PEDESTAL BONE SEALND LOW \$2.36 EA (0 Avail.) 1 Add</p>	<p>04015</p>  <p>Vendor Part # - 3105007.045 REPL #3105007.011 LIMITED STOCK - Sale price applies to quantities in stock - All sales are final. CVR AIR RTN POLAR WHT-RGLR \$8.20 EA (0 Avail.) 1 Add</p>	<p>04014</p>  <p>Vendor Part # - 3105007.037 REPL #3105007.003 LIMITED STOCK - Sale price applies to quantities in stock - All sales are final. CVR RTN AIR SHELL WHT-RGLR \$8.20 EA (0 Avail.) 1 Add</p>
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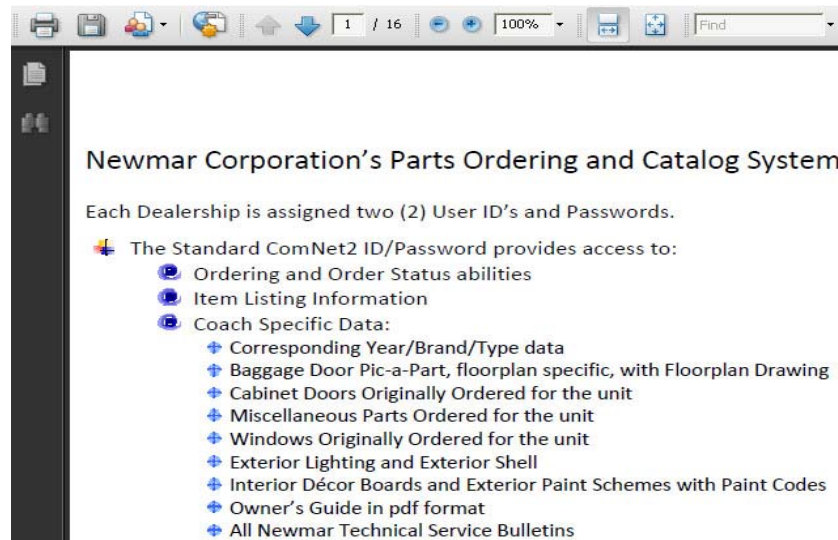
INSTRUCTIONS & INFORMATION

Instructions and Information for our dealer body can be accessed by choosing the '[Instructions & Information](#)' Category.

1. ComNet Parts Instructions
2. ComNet Warranty Instructions
3. Parts Department Administrative Information
4. Newmar Parts & Service Newsletters
5. Warranty Department Administrative Information
6. Technical Reference

COMNET PARTS INSTRUCTIONS

To view the ComNet Parts Instructions pdf, click the 'MORE INFO' button under the ComNet Parts Instructions Category.



COMNET WARRANTY INSTRUCTIONS

To view the ComNet Warranty Instructions pdf, click the 'MORE INFO' button under the ComNet Warranty Instructions.

PARTS ADMINISTRATIVE INFORMATION

Parts Department related information can be accessed by choosing the '[Parts Administrative Information](#)' Category.

Top Level > 5. Instructions & Information > 3. Parts Administrative Information		
All Newmar Paint Code Pages	All Newmar TSB's	Fax Order / Quote Form Revised 7/17/2006 More Info
Newmar Parts Department Dealer Policies & Procedures Manual Revised 5/16/2008 More Info	Platinum Servicing Dealer Information - rev 6/1/07 If your Dealership meets the Criteria, please complete the application and return it attantion VP of Service Operations at Newmar Corporation.	Return / Credit Request Form Revised 2/20/2007 More Info

PAINT CODE PAGES

Paint Code Pages, with Paint Formulas, can be accessed by clicking the blue '[All Newmar Paint Code Pages](#)' Category. Simply choose the Model Year, and select the Brand/Type desired. Finally, choose the Exterior Color Package from the selection.

Top Level > 5. Instructions & Information > 3. Parts Administrative Information > All Newmar Paint Code Pages

1999 Paint Code Pages	2000 Paint Code Pages	2001 Paint Code Pages
2002 Paint Code Pages	2003 Paint Code Pages	2004 Paint Code Pages

Top Level > 5. Instructions & Information > 3. Parts Administrative Information > All Newmar Paint Code Pages

2009 Paint Code Pages

2009 All Star Mid Engine Paint Code Pages	2009 Bay Star Class A Paint Code Pages	2009 Canyon Star Class A Paint Code Pages
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Top Level > 5. Instructions & Information > 3. Parts Administrative Information > All Newmar Paint Code Pages

2009 All Star Mid Engine Paint Code Pages

2009 AT ME BALI BLUE - AT9-815	2009 AT ME FUSION (AT8-769) - AT9-813	2009 AT ME MYSTERIA - AT9-812
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Click the 'MORE INFO' button to display the Paint Scheme with formulas.

More Info


2009 AT ME REDW - AT9-816

Click the 'MORE INFO' button to display the Paint Scheme with formulas.

More Info

2009 Newmar Exterior Graphics Package

2009 All Star 9B815 Bali Blue



Technical Service Bulletins

Technical Service Bulletins are accessed in the same 'drilled-down' manner as Paint Code Pages. To start, click the '[All Newmar TSB's](#)' Category to open the Model Year listing. First choose the Model Year and then select the Brand/Type. This will list all of the TSB's that are applicable for that Year, Brand and Type of coach. Clicking the 'MORE INFO' button will open the pdf document for the desired Technical Service Bulletin.

Top Level > 5. Instructions & Information > 3. Parts Administrative Information > All Newmar TSB's

1999 Model Year Technical Service Bulletins	2000 Model Year Technical Service Bulletins	2001 Model Year Technical Service Bulletins
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Top Level > 5. Instructions & Information > 3. Parts Administrative Information > All Newmar TSB's > 2000 Model Year Technical Service Bulletins

Technical Service Bulletins - 2000 AS FW	Technical Service Bulletins - 2000 AS TT	Technical Service Bulletins - 2000 AS XLT FW
--	--	--

Top Level > 5. Instructions & Information > 3. Parts Administrative Information > All Newmar TSB's > 2000 Model Year Technical Service Bulletins > Technical Service Bulletins - 2000 AS FW

TSB #202 DEXTER AXLE PRODUCT IMPROVEMENT BULLETINS 252, 253, AND 254	TSB #203 DATRON TECHNICAL BULLETIN #41 REV A FOR ALL UNITS SHIPPED WITH A SATELLITE	TSB #204 IOTA TECHNICAL BULLETIN
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More Info

More Info

More Info

If one specific TSB is needed, simply enter the TSB number in the 'Search Catalog' field and click the 'GO' button. Click the 'More Info' button from the displayed list to open, view or print the Technical Service Bulletin.

Parts Department Policies & Procedures

The Newmar Parts Department Dealer Policies and Procedures Manual and Forms are available on ComNet2, with immediate updates.

Platinum Dealer Information

The Platinum Servicing Dealer Information contains both the Application and the Criteria and Benefits documents to assist you in becoming qualified.

[Top Level](#) > [5. Instructions & Information](#) > [3. Parts Administrative Information](#) > **Platinum Servicing Dealer Information - rev 6/1/07**

Platinum Servicing Dealer Application - rev 6/1/07 If your Dealership meets the Criteria, please complete the application and return it attantion VP of Service Operations at Newmar Corporation. More Info	Platinum Servicing Dealer Criteria and Benefits - rev 6/1/07 If your Dealership meets the Criteria, please complete the application and return it attantion VP of Service Operations at Newmar Corporation. More Info
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PARTS & SERVICE NEWSLETTERS

Parts and Service Newsletters are available by the '[Newmar Parts & Service Newsletters](#)' Category. By selecting the desired Year, the pdf document for that year will open. Clicking on the month in the pdf bookmark list will display that month's newsletter. Use caution when printing the newsletter; be certain to specify the page numbers needed.

[Top Level](#) > [5. Instructions & Information](#) > **5. Newmar Parts & Service Newsletters**

2001 Newmar Parts & Service Newsletters More Info	2002 Newmar Parts & Service Newsletters More Info	2003 Newmar Parts & Service Newsletters More Info
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Bookmarks

- 2002 Parts & Service Newsletters
 - January 2002
 - February 2002
 - March 2002
 - April 2002
 - June 2002
 - September 2002
 - November 2002

Newmar Corp.
Located At: 72133 COUNTY ROAD 3, NAPPANEE IN 46550
Mailing Address: PO BOX 30, NAPPANEE IN 46550-0030
800.858.4924
PARTS FAX: 877.265.2930
WARR. FAX: 574.773.2007

Newmar Parts & Service Newsletter

January 2002 Issue 35

In This Issue:
Service School Winners 2
Open Door Policy 2

2002 Service School a Success

The 2002 Newmar Service School was held at the factory Service Center January 14 – 16. This year 118 students attended the three-day school, learning everything from replacing ceramic tiles to repairing fiberglass to writing repair orders.

WARRANTY ADMINISTRATIVE INFORMATION

Warranty Department related Information can be accessed by choosing the '[Warranty Administrative information](#)' Category.

[Top Level](#) > [5. Instructions & Information](#) > **6. Warranty Administrative Information**

All Newmar Paint Code Pages	All Newmar TSB's	Newmar Warranty Department Dealer Policies & Procedures Manual Revised 10/10/08 More Info
Newmar Warranty Department Flat Rate Manual Revised 3/4/08 More Info	Owner's Guides by Model Year	Platinum Servicing Dealer Information - rev 6/1/07 If your Dealership meets the Criteria, please complete the application and return it attantion VP of Service Operations at Newmar Corporation.

Paint Code Pages

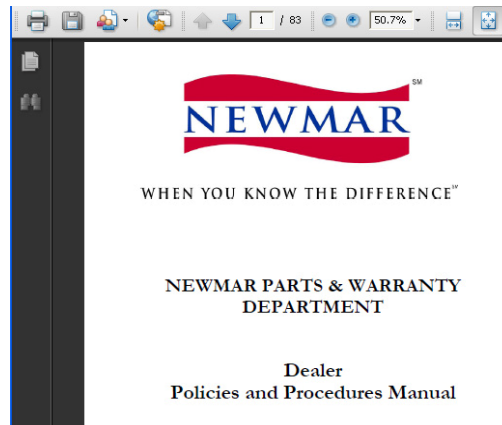
Paint Code Pages are accessed as described previously.

Technical Service Bulletins

Technical Service Bulletins are accessed as described previously.

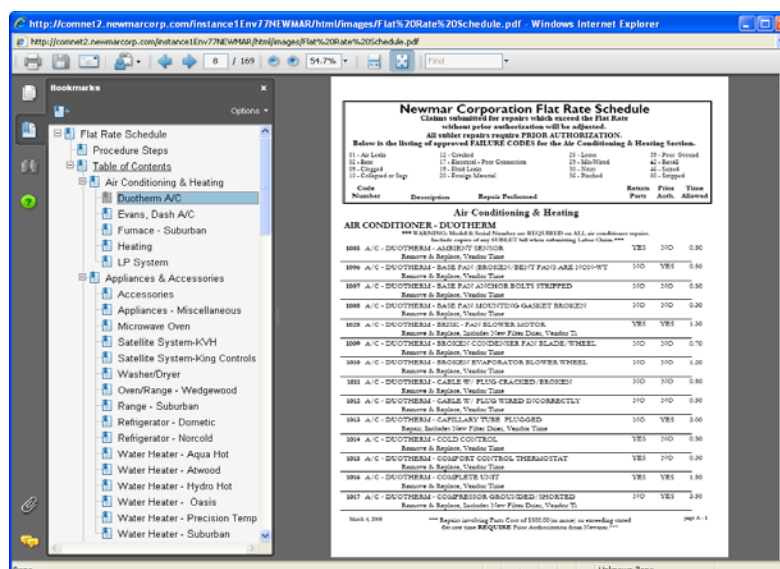
Warranty Department Policies & Procedures

The Newmar Warranty Department Dealer Policies and Procedures Manual and Forms are available on ComNet2, with immediate updates. Click on the 'More Info' button to search, view or print the Manual.



Flat Rate Manual

The Flat Rate Manual is also available on ComNet2. Simply click the 'More Info' button under the 'Newmar Warranty Department Flat Rate Manual' Category. This will open the Flat Rate pdf document. From here, locating the Flat Rate Code can be done by selecting the category from the listed bookmarks, or by using the 'Find' feature. Simply enter the search criteria in the 'Find' dialog box and press the Enter key. The pdf will locate and highlight the desired word or phrase. If this isn't what you needed, press enter until the code needed is located.

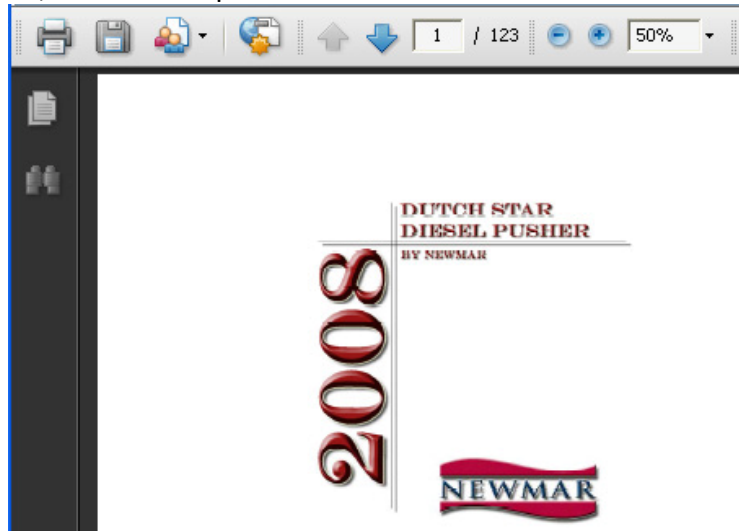


Owners Guides

Newmar Owner's Guides are available for viewing or printing. Simply click on the '[Owner's Guides by Model Year](#)' Category.

Top Level > 5. Instructions & Information > 6. Warrantv Administrative Information > Owner's Guides by Model Year		
Owner's Guides - 2005 Model Year	Owner's Guides - 2006 Model Year	Owner's Guides - 2007 Model Year
Owner's Guides - 2008 Model Year	Owner's Guides - 2009 Model Year	

Next, choose the Model Year. From the list displayed, select the Brand/Types needed. At this point, the Owner's guide can be viewed, searched or printed.



Platinum Dealer Information

The Platinum Servicing Dealer Information, as previously described, can be accessed here.

SPEED ENTRY

The "SPEED ENTRY" method makes entering orders easy. If you know the Newmar Item Numbers for the parts you are ordering, save time by using the 'Speed Entry' button. By clicking the 'Speed Entry' button, a dialog box will open. Enter the Newmar Item Number and Quantity desired, and click the 'Add' button. This will add the items to your 'Shopping Cart'. When finished entering items in this manner, click the red 'X' to close the dialog box.

ITEM NO.	QTY
<input type="text"/>	1

The chart below may eliminate multiple page loads. Knowing what Model Year, Brand, Type and area of the coach you are working on, enter the desired category (example used is the 2008 MA DP Plumbing Category) in the 'Search Catalog' field.

-Turn ON COM_Net2 suggest-

Search results for '2008madpp1'

Top Level >

CATEGORIES: [Fixtures, Holding Tanks, Plumbing, Sinks, Lavatories and Stools, Tubs and Enclosures, Water Lines and Fittings](#)

Number	Category Name
A1	ADHESIVES & SEALANTS
A110	Adhesives
A120	Sealants and Gaskets
A5	AIR CONDITIONING & HEATING
A510	Air Conditioning and Ducting – Dash
A515	Air Conditioning and Ducting – Roof
A520	Furnace and Ducting
A530	LP System
A7	APPLIANCES & ACCESSORIES
A710	Entertainment System
A720	Information Stickers
A730	Miscellaneous Appliances
A740	Ranges, Microwaves and Accessories
A750	Refrigerators and Accessories
A760	Water Heater and Accessories
C1	CABINETS & FURNITURE
C110	Cabinet Doors
C115	Chairs - Captains
C120	Chairs - Dinette
C125	Chairs - Lounge
C130	Countertops
C135	Hardware
C138	Mattresses
C143	Sofa Pillows
C140	Sofa - E-Z-Bed
C145	Sofa - Hide-A-Bed
C150	Sofa - Jack Knife
C155	Sofa - Lounge
C160	Sofa - Magic Bed
C163	Sofa - Miscellaneous
C165	Stiles
C170	Tables
C5	CHASSIS
C510	Axles, Wheels, Tires and Covers
C520	Fuel System
C530	Jacks
C540	Miscellaneous Motorized
C7	CONSTRUCTION
C710	Construction

SPECIALTIES	
OG	Owner's Guides
TSB	Technical Service Bulletins

Number	Category Name
E1	ELECTRICAL
E110	Batteries, Breakers and Fuses
E120	Exterior Lighting
E125	E-Plex System
E130	Generators, Convertors, Invertors
E140	Interior Lighting
E150	Switches and Recepts
E150FP	Positron Switches by Floorplan
E160	Wire Harnesses
E6	EXTERIOR
E610	Awnings
E620	Baggage Doors
E620FP	Baggage Doors - By Floorplan
E630	Entrance Doors, Steps and Panels
E645	Garage – Exterior Items
E640	Exterior Shell
E645	Garage – Exterior Items
E650	Graphics
E660	Trim
E670	Vents
E680	Windows
E680FP	Windows - By Floorplan
I1	INTERIOR
I105	Bedding and Accessories
I110	Dash Components
I125	Garage - Interior Items
I120	Floor Covering
I130	Interior Passage Doors
I140	Mirrors and Glass
I150	Miscellaneous Furnishings
I160	Panels, Wallpaper and Seam Tape
I170	Plastic Trim
I180	Window Treatment
I190	Wood Trim
P1	PLUMBING
P110	Fixtures
P120	Sinks, Lavatories and Stools
P130	Tank Chart
P140	Tubs and Enclosures
P150	Water Lines and Fittings
S1	SLIDEOUT MECHANISM
S110	Slideout Mechanism
S150	Slideout Fascia
S160	Slideout Fascia by Color by Firpln

ITEM IMAGES

Throughout the Catalog, Item Images, when available, are displayed. Currently there are over 60,000 items with images and new photos are constantly being added. If an image is available, then a 'thumbnail' of the item is displayed next to the part listing. Clicking on the 'thumbnail' or the item description will take you to a page with a larger photo of the item in question.

The information listed on the 'Image Page' includes only the Item Number, Item Description, Image and Vendor Part Number. This allows the Dealer to show the Retail Customer this page to confirm accuracy of item being ordered, if necessary.



SHOPPING CART

If an item has been added to your shopping cart at any time during your visit, a "SHOPPING CART" icon (with dollar amount of the current order) will appear in the upper right hand corner of the screen. Click the "SHOPPING CART" icon to view the items that have been 'placed' in the cart. At this point, you have the opportunity to delete the items, increase the quantity of the items, clear the contents of the entire cart, or Checkout.

If you choose to proceed with the order click the "CHECKOUT" button.

Shopping Cart								\$\$\$
	ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ DATE (mm/dd/yyyy)	QTY	PRICE	EXT. PRICE	
	00040	EA	BUZZER ASSY 12V-HWH	11/05/2009	1	\$\$.\$	\$\$.\$	
LINE ITEM TOTAL							\$\$.\$	
Checkout Clear Cart Save Cart Special Charges								

CHECKING OUT

This next screen contains the 'header' information for the order you are placing. On this screen, there are some fields that are required fields, optional fields and fields that are automatically populated. At this point, you can convert this Order to a Quote, if desired, by selecting 'Quote Entry'.

Billing Address	Shipping Address
Order Type <input checked="" type="radio"/> Order Entry <input type="radio"/> Quote Entry	Ship To: 00000001 <input type="button" value="Change"/>
YOUR DEALERSHIP 1234 YOUR STREET YOUR CITY, ST ZIP	*Company Name: YOUR DEALERSHIP
E-mail: YOUR EMAIL ADDRESS	*Address 1: 1234 YOUR STREET
Contact: <input type="text"/>	Address 2: <input type="text"/>
<input type="button" value="Continue"/>	Address 3: <input type="text"/>
	*City: YOUR CITY
	*State/*Zip/*Country: ST ZIP USA
	Tax Suffix: <input type="text"/>
	Contact Name: <input type="text"/>
	Phone: DEALER PHONE#
	<input type="button" value="Continue"/>

The 'P.O. Number' is the only **required** field. This field is for the Dealer's Purchase Order Number. If your dealership does not use P.O. numbers, please enter your name or the Newmar coach number that these parts are being purchased for.

Payment
P.O. Number: <input type="text"/>
Shipping
Shipping Method: CUSTOMER PICKUP
Ship Instr.: <input type="text"/>
Comments
Comments: <input type="text"/>
<input type="button" value="Continue"/>

The **optional** fields include the Contact, Shipping Instructions, and Comments fields. The 'Contact' field is for the Dealer Purchasing Agent's Name. The 'Shipping Instructions' field is for the method of shipment you wish to use. The 'Comments' field is where you would place any addition information about the order, such as, the Newmar Serial Number, the Year/Brand/Type of unit, the Interior Décor package number, etc. This is also the field that you would note which Newmar Parts Sales Representative you want handling the order, if you have a preference. In the Ship To area, the Company Name, Address, City, State, Zip Code, Country and Phone Number are automatically populated. If the order needs to be drop shipped to a different location, overwrite this data. Please include complete name and address information, as well as, a **Contact Name** and **Phone** number. This information is crucial when shipping items with a freight trucking company.

Once all of the information is complete on this Order Header, you can either "SUBMIT ORDER", "SAVE CART", or "CANCEL ORDER" by clicking on the corresponding button.

<input type="button" value="Submit Order"/>	<input type="button" value="Save Cart"/>	<input type="button" value="Cancel Order"/>
---	--	---

Submitting the order will complete the transaction, sending the order directly to Newmar for processing. After submitting the order, you will not be able to make any changes. If changes are necessary, please contact a Newmar Parts Sales Representative. They will be able to assist you.

Suspending the order will retain all of the information entered up to this point, in case you need to verify something prior to placing the actual order.

Canceling the order will do just that, cancel the order and discard all of the information currently displayed.

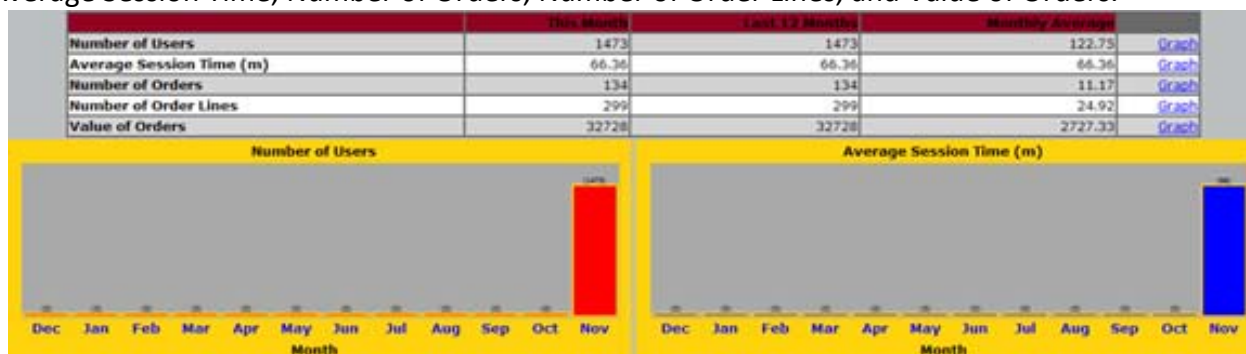
SPECIAL FEATURES

Along the top of the webpage you will find several different special features that ComNet has to offer.

Home	Catalog Shop	Dashboard	List Items	Order Status	Invoices	Shipments	Contact Us	Claims	Supplier Links	Appliances	Build Order	View Cart	Sign Off
------	--------------	-----------	------------	--------------	----------	-----------	------------	--------	----------------	------------	-------------	-----------	----------

Dashboard

The 'Dashboard' feature allows you to track different areas of use in the ComNet website under your account. For instance, you can look to see the amount of users in any given month of the calendar year. Other graphs show Average Session Time, Number of Orders, Number of Order Lines, and Value of Orders.






List Items

Choosing 'List Items' allows you to sort through Newmar's entire Item Master. Simply enter a Newmar Part number and change the drop down to 'Number' or 'Number Contains'. This will place the item you are looking for at the top of the list, and then list all other items numerically. You also have the ability to search for parts by 'Description' or 'Vendor Part Contains'.

Search for

Repositioned using Item Number - 00036

	ITEM NO.	DESCRIPTION	U/M	PRICE	AVAIL	QUANTITY	
	00036 RAP1653	SOLENOID AIR PUMP 12V-HWH	EA	\$\$\$.	0	<input type="text" value="1"/>	<input type="button" value="Add"/>
	00037 RAP0995	SWITCH WARN 3W CU-HWH	EA	\$\$\$.	0	<input type="text" value="1"/>	<input type="button" value="Add"/>
	00038 RAP1088	PANEL TOUCH ASSY W/D-HWH #610 F/610 SERIES	EA	\$\$\$.	0	<input type="text" value="1"/>	<input type="button" value="Add"/>

Order Status

Choosing Order Status allows you to check the status of all Open, Completed and Back-Ordered Orders.

At this window, select the type of order you wish to inquire about. This type of search engine is used for all of the Order types available.

[Open orders](#) [Completed orders](#) [Back orders](#)

At this view, enter the parameters to define your search. If you simply click search, all open orders will be listed in descending order.

Search for for Ship To

from date to date [-More-](#)

At this point, select the order in question to view this information.

Order Number	P.O. Number	Entered Date	Contact	Order Total	Status
8226269	HOLBROOK	09/02/2008	CMN-CRAIG	170.14	Complete
8226250	KENDALL	09/02/2008	CMN-CRAIG	32.50	Complete
8226016	ANDI	08/23/2008	CMN-CRAIG	27.82	Complete
8225937	JICKS	08/20/2008	CMN-CRAIG	42.56	Complete
8225934	BELANGER	08/20/2008	CMN-CRAIG	260.88	Complete
8225911	STK	08/20/2008	CMN-ANDI	45.30	Complete

The next screen is the Order Detail Screen. From this view on Completed Orders, all information regarding a specific parts order can be viewed, from the parts ordered, to the shipment tracking numbers.

BILL TO : DEALERSHIP NAME
STREET ADDRESS
CITY, ST ZIP

SHIP TO # : 00000001

ORDER # : **8226269**
P.O. # : **HOLBROOK**
ORDER TOTAL : **\$\$\$**
CUSTOMER # : **1475002**

SHIP VIA : **UPS GROUND**
ENTERED : **09/02/2008**
CONTACT : **CMN-CRAIG**
STATUS : **Complete**

SHIPMENT #	TRACKING #	SHIP DATE	SHIP TIME	WHSE	SHIP STATUS	INVOICE #
0563499	1Z4441720357156554	09/03/2008	13:12:49	10	Shipped and invoice printed	266699

ITEM NUMBER	CUST/IND NUMBER	DESCRIPTION / COMMENTS (IN BOLD)	REQUESTED / SHIP DATE	ORDER QTY	WHSE	SHIP QTY	PRICE / U/M	EXTENDED PRICE
75139		RADIO AM/FM CD WALL MOUNT	09/03/2008 09/03/2008	1	10	1	\$\$\$ / EA	\$\$\$

Shipping Instructions: **UPS-GRND = UPS GROUND**

Comments: **CRAIG**

By selecting the tracking numbers (in this example UPS) you are directed to the website to verify shipment. The shipping information (UPS, Roadway, etc.) will provide you with a status of the specific shipment. There is no need to spend time on the phone to check shipment status. All the information is just a click or two away.

UPS United States

Shipping Tracking Freight Locations Support Business Solutions

Log-in User ID: Password:

Tracking

Track Shipments
Track by Barcode
Track by E-mail
Signature Tracking
Import Tracking Numbers
Business Tracking
Track with Quantum View
Access Flex Global View
Integrate Tracking Tools
View a Shipment

Search Support
Enter a keyword:

Track Shipments

Track Packages & Freight

Tracking Summary [Printer Friendly](#) [Help](#)

Tracking Number: **1Z444 172 45 6789 012 3**
[View Package Details](#)

Type: Package
Status: **Delivered**
Delivered On: 10/09/2008 10:14 A.M.
Delivered To: YOUR CITY, ST ZIPCD
Signed By: SMITH
Service: GROUND

Tracking results provided by UPS: 10/15/2008 10:37 A.M. ET

[Printer Friendly](#)

Invoices

Choosing Invoices allows you to look at the Invoice that has been generated for any completed order. You are able to look up an Invoice by searching PO, Invoice or Order Number.

Search for

At this point, select the order in question to view this information.

Invoice Date	Due Date	Invoice Number	Invoice Amount	P.O. Number	Order Number
09/04/2008	09/04/2008	366912	86.94	SUBICK-3	571258

From this view, all information regarding a specific Invoice will be shown.

SOLD TO :	BILL TO :
DEALERSHIP NAME	DEALERSHIP NAME
STREET ADDRESS	STREET ADDRESS
CITY, ST ZIP	CITY, ST ZIP

INVOICE # : 366912 Shipments	ORDER # : 571258
INVOICE DATE : 09/04/2008	ORDER VALUE : 86.94
DUE DATE : 09/04/2008	P.O. # : SUBICK-3

	Trading
Total item amount:	86.94
Special charge 1 amount:	.00
Special charge 2 amount:	.00
Special charge 3 amount:	.00
Surcharge amount:	.00
Item tax amount:	.00
Special charge tax amount:	.00
Surcharge tax amount:	.00
Trade discount amount:	.00
Total invoice amount:	86.94
Terms discount amount:	.00

Shipments

You are able to track/look up shipments under this section of ComNet. Simply enter a PO, Invoice or Order number and click the 'Go' button. Next select the order you are looking for. This will bring up all of the detail of this shipment.

SHIP TO # :	DEALERSHIP NAME
	STREET ADDRESS
	CITY, ST ZIP

ORDER # : 570628	SHIPMENT NUMBER : 0564282
SHIP VIA : UPS GROUND	SHIP DATE : 09/09/2008
TRACKING # : 1Z4441720356186872	SHIP TIME : 15:14:59
STATUS : Shipped and invoice printed	SHIP WEIGHT : 0.0
WHSE : 10	INVOICE NUMBER : 367344

PRODUCT NUMBER	DESCRIPTION	ORDER QTY / U/M	SHIP QTY
55492	D/N SHADE TUSCANY 38X38	1 / EA	1
55498	D/N SHADE TUSCANY 50X32	1 / EA	1
55501	D/N LINED SHADE TUSCANY 20X24	2 / EA	2
93319	D/N LINED SHADE TUSCANY 26X32	2 / EA	2
93321	D/N LINED SHADE TUSCANY 29X36	2 / EA	2
95033	FAWN PEARL 23-1/2 X 32	1 / EA	1
102881	D/N LINED SHADE TUSCANY 36X36	2 / EA	2




Contact Us

This feature gives you names, phone numbers and e-mail addresses to our Parts Sales Representatives, Warranty Claims Line and Dealer Support Group.

Name	Responsibility	Telephone	Email Address
Dealer Support	Standard Line Dealer Support	866-290-5371	techsupport@newmarcorp.com
Claims/Authorizations	Claims/Authorization Support	866-290-5209	claimsupport@newmarcorp.com
Bill Banks	Parts Sales Representative	866-290-5208	bbanks@newmarcorp.com
Craig Chupp	Parts Sales Representative	866-290-3855	cchupp@newmarcorp.com
Tom Gearin	Parts Sales Representative (Lead)	866-290-3822	tgearin@newmarcorp.com
Christy Quigley	Parts Sales Representative	866-290-3808	cbrown@newmarcorp.com

Claims

Dealers have the ability to enter and check the status of Warranty Claims under this 'Claims' category of ComNet. For step by step instructions, please reference the Warranty Policy and Procedures Manual.

Warranty Claim Status														
Create New R.O.			All			Go			Search by R.O.#			Go		
R.O.#	Job Detail	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized
30227		Pending Claim Submission	09/15/2009	160244	2009	CS	CA	3641	57.00	.00	.00	.00	192.59	57.00
28811		Returned	07/31/2009	950115	2009	GS	CA	3752	294.50	.00	.00	.00	437.00	294.50
28941		Pending Claim Submission	06/18/2009	800682	2007	EX	DP	4502	95.00	.00	.00	.00	95.00	95.00

Supplier Links

Under the 'Supplier Links' feature, you have the ability to have quick access to a variety of Newmar suppliers. If, for some reason, there is something you are unable to find on ComNet, please check our list of supplier links. You will automatically be directed to a specific website for further information.

Supplier Links

Allison Transmission	MotoSat
Aqua Hot	Mito
Atwood Mobile	Newmar Apparel
ASA	Newmar Corporation
BASF	Norcold
Carefree	Oasis
Cummins	Onan
CAT	Power Tech
Diamond Shield	Precision Temp
Dometic	River Park
Eclipse	Samsung
Evans Tempcon	Sony
Flexsteel	Spartan
Freightliner	Suburban
Giard	TelCare Surveys
HWH	Trip Tek
Jamo	U-Line
King Dome	Viewsonic
KVH	Villa
Magnum	Winegard
	Workhorse

Appliances

The 'Appliance Listing' is a great tool to quickly look up appliances originally used on a specific coach. Just enter a coach number to view the list.

Appliance Listing		
Coach Number	903821	Search by Coach# <input type="text"/> <input type="button" value="Go"/>
Appliance Description	Model Number	Serial Number
AWNING ARM 1	GG	GG
AWNING DOOR	975EU56.110U	74590436
CAMERA	VCC51308	070706030
CAPT CHAIR DRIVER	NEW 108022	
CAPT CHAIR PASSENGER	NEW 108024	
CD	KDC-C669	70200156
CENTER A/C	630516	74403963
DASH A/C	RV201389	839633
DVD	DV-400V-K	G1KD038835VC
EXT RADIO	CDX-A251C	1504388
EXT TV	32S3000	4135138
FREEZER	MRFT60	JQN0019
FRONT A/C	630516	74403955
FRONT RADIO	DDX6019	Y39-5240-10
FRONT TV	32S3000	4115627

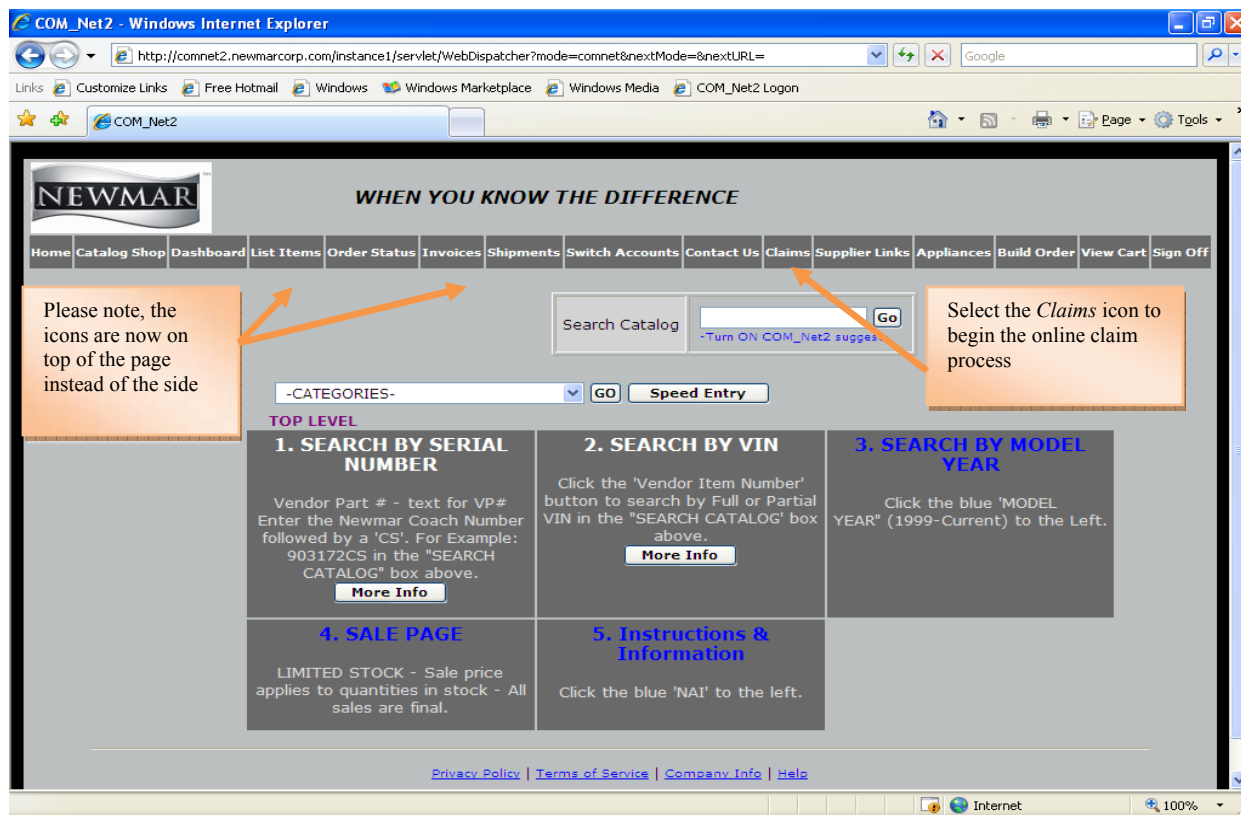
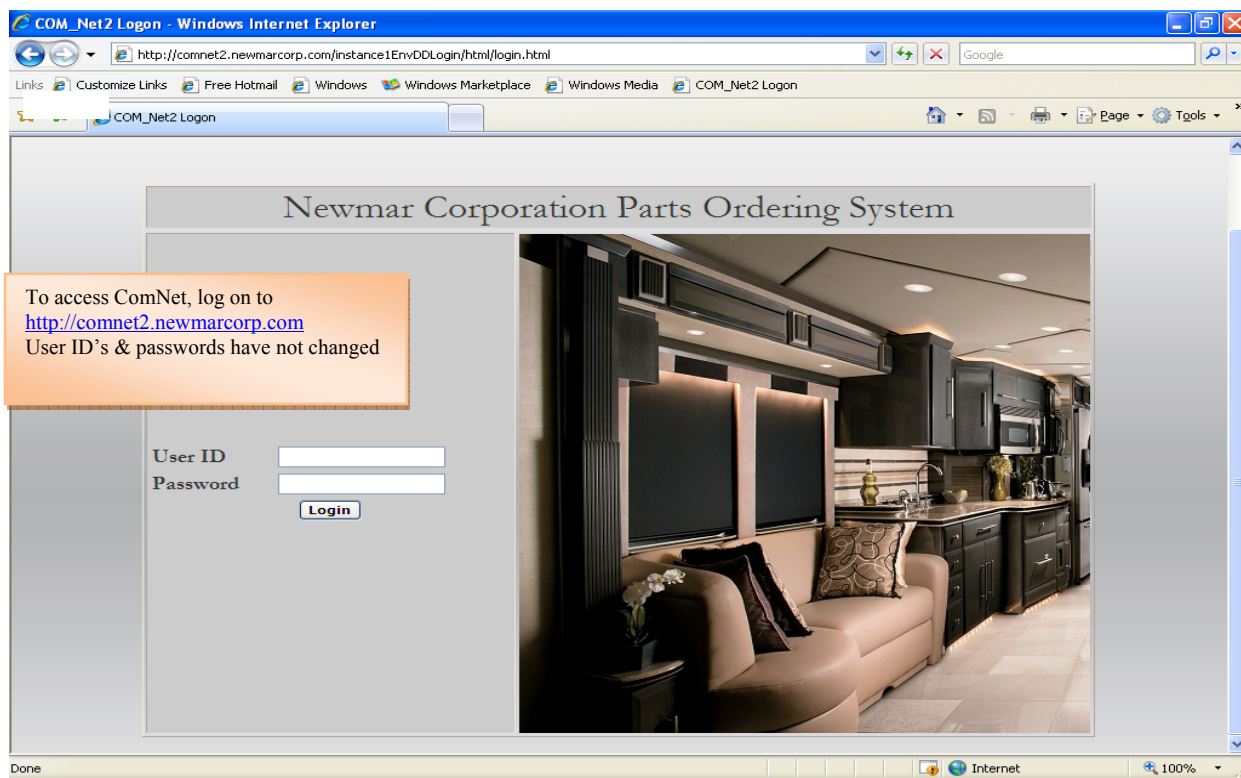
Build Order

The 'Build Order' feature allows you information on original options, color packages, furniture, and many other components originally ordered for a specific unit. Like the Appliances, simply enter a Newmar unit number to view. The build order will not give you individual Newmar Part numbers, but it is an excellent starting point when looking for information on a particular coach.

Build Order Listing		
Coach Number	903821	Search by Coach# <input type="text"/> <input type="button" value="Go"/>
Item Number	Description	Quantity
MADP	* MOUNTAIN AIRE DIESEL PUSHER*	1.000
	*4VZAT1C919C062805	
	2009 PICTURE UNIT	
	PO 5219	
9BMADP4528	2009 MA DP 4528 W/4 PSO	1.000
9C120	LITERATURE SPECIFICATIONS MAY	1.000
9C130	VARY FROM PICTURE UNIT	1.000
9B798	PEWTER FULL PAINT	1.000
9A798	PEWTER DECOR MA9-798	1.000
9C840	SPARTAN K2 CHASSIS 450HP MA	1.000
9C540	TRIP TEK TRAVEL INFORMATION	1.000
9J040	100# NORCOLD FREEZER ON SLIDES	1.000
9J720	ADVANTUM SPEEDCOOK MICROWAVE	1.000
9J400	BOSE WAVE RADIO IN BDRM	1.000
9J380	CENTRAL VACUUM	1.000

If you have additional questions, please contact your Newmar Parts Sales Representative for assistance.

**PROCEDURE FOR NEWMAR WARRANTY ONLINE AUTHORIZATION AND
CLAIM SUBMITTAL THROUGH COMNET2**



CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VwebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Status

Create Authorization

All Go

Search by R.O.# Go Search by Coach# Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Not Submitted Authorizations Claims	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
TEST 2		Authorization	Creating	08/26/2008	604111		P	4035	.00	.00	.00	.00	.00	.00	.00
TEST		Claim	Denied	08/26/2008	604111	Open/Not paid	P	4035	.00	.00	.00	.00	.00	.00	.00
468353		Claim	Paid	08/18/2008	604111	Denied	P	4035	47.20	155.25	46.58	201.83	271.65	249.03	249.03
37971		Authorization	Creating	08/14/2008	603646		DS	4023	.00	.00	.00	.00	35894.2	.00	.00
38545		Authorization	Approved	08/12/2008	410404		VT	DP				.00	41.30	41.30	.00
468396		Claim	Paid	08/08/2008	200261		KA	FW				.00	80.00	80.00	80.00
468332		Claim	Paid	08/07/2008	603863		DS	DP				38.23	250.63	250.63	250.63
468394		Claim	Paid	08/06/2008	200260		KA	FW				31.20	314.40	314.40	314.40
468337		Claim	Paid	08/06/2008	603951		DS	DP				46.95	365.55	365.55	365.55
468331		Claim	Paid	08/06/2008	603646		DS	DP	4023	106.20	38.13	11.44	49.57	157.66	155.77
468349		Claim	Paid	08/04/2008	603664		DS	DP	4320	118.00	374.05	112.22	486.27	616.27	616.27
468333		Claim	Paid	08/04/2008	220334		CP	FW	31RKCL	416.00	353.36	106.01	459.37	875.37	875.37
399608		Claim	Paid	08/01/2008	902859		MA	CA	3778	23.60	10.00	3.00	13.00	36.60	36.60
468400		Claim	Paid	07/31/2008	702744		KS	DP	3909	17.70	144.39	43.32	187.71	277.22	205.41
468345		Claim	Paid	07/31/2008	604111		DS	DP	4035	212.40	27.96	8.39	36.35	251.56	248.75
468335		Claim	Paid	07/31/2008	604033		DS	DP	4023	52.00	.00	.00	.00	3527.50	3527.50
399697		Claim	Paid	07/31/2008	602873		DS	DP	4023	234.00	515.27	154.58	669.85	903.85	903.85
468395		Claim	Paid	07/30/2008	604080		DS	DP	4320	156.00	304.58	91.37	395.95	608.40	551.95
38554		Authorization	Creating	07/28/2008	604033		DS	DP	4023	.00	.00	.00	.00	2346.60	.00
38575		Authorization	Approved	07/24/2008	903848		MA	DP	4523	472.00	.00	.00	.00	472.00	472.00
38392		Authorization	Open	07/22/2008	603951		DS	DP	4304	354.00	.00	.00	.00	377.60	354.00
37920		Authorization	Approved	07/22/2008	220334		CP	FW	31RKCL	295.00	.00	.00	.00	295.00	295.00
399700		Claim	Paid	07/18/2008	603963		DS	DP	4023	422.50	521.58	156.47	678.05	1500.61	1403.51
468390		Claim	Paid	07/16/2008	200260		KA	FW	37RLCS	616.55	934.79	280.44	1215.23	1831.78	1831.78
38474		Authorization	Approved	07/15/2008	604033		DS	DP	4023	212.40	.00	.00	.00	212.40	212.40

Select dropdown to view claims in a specific status

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VwebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Status

Create Authorization

All Go

Search by R.O.# Go Search by Coach# Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
468353		Claim	Paid	08/18/2008	604111	2008	DS	DP	4035	47.20	155.25	46.58	201.83	271.65	249.03	249.03
468345		Claim	Paid				DS	DP	4035	212.40	27.96	8.39	36.35	251.56	248.75	248.75
37974		Authorization	Approved				DS	DP	4035	224.20	.00	.00	.00	224.20	224.20	.00

Create Authorization

Select to create an authorization

CDM_Net2 - Windows Internet Explorer

http://cdmnet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Entry

R.O. Number *

Coach Serial Number *

Odometer (mileage) *

Stock Unit? ☐

Dealer Contact Name

Dealer Contact Email

(* = required information)

Enter necessary information then select "continue"

CDM_Net2 - Windows Internet Explorer

http://cdmnet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Detail

R.O. Number

Job#	Parts	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
Select to add each job line item														

CDM_Net2 - Windows Internet Explorer
http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

Warehouse: 10

Warranty Claim Job Entry

R.O. Number: TEST 2A
Job: 1

Flat Rate Code * 6113 [Flat Rate Manual](#)

Hours Requested * 0.5

Fault Code * 46

Sublet Amount Requested

Appliance Type

Appliance Model Number

Appliance Serial Number

Description

Pictures Emailed? ☐ techsupport@newmarcorp.com

(* = required information)

[Add Job](#) [Cancel](#)

COACH INFORMATION		OWNER INFORMATION Update	
Serial Number:	604111	Status:	Original Owner
Year:	2008	Name:	SCHMUTZ, SHERRY & ROYCE
Brand/Type:	DS / DP	Address:	BOX 14, SITE 8, RR2
Floor Plan:	4035	City:	LEDUC
VIN:	4VZBR1D94C067836	State:	AB
Stock Unit?:	No	Zip Code:	T9E 2X2
Odometer:	1	Phone (Home):	780 986 4108
Retail Sold Date:	06/04/2008	Phone (Cell):	

CDM_Net2 - Windows Internet Explorer
http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

Warehouse: 10

Warranty Claim Detail

R.O. Number: TEST 2A

[Add Job](#)

Job#	Parts	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Authorization	Creating	6113	Short-12 Volt	1.00	1	.00	.00	.00	59.00	.00	.00	Edit

[Submit Jobs](#)

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Status

Create Authorization All Search by R.O.# Search by Coach#

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
468353		Claim	Paid	08/18/2008	604111	2008	DS	DP	4035	47.20	155.25	46.58	201.83	271.65	249.03	249.03
468346		Claim	Paid	07/31/2008	604111	2008	DS	DP	4035	212.40	27.96	8.39	36.35	251.56	248.75	248.75
37972		Authorization	Approved	06/10/2008	604111	2008	DS	DP	4035	224.20	.00	.00	.00	224.20	224.20	.00

Create Authorization

Select to view detail claim information

Select to view detailed line items

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warranty Claim Status

R.O. Number TEST 2

Select to update owner information

GENERAL INFORMATION		OWNER INFORMATION <input type="button" value="Update"/>	
Auth/Claim	Authorization	Name	SCHMUTZ, SHERRY & ROYCE
Date of Claim	08/26/2008	Address	BOX 14, SITE 8, RR2
Labor Rate	118.00	City	LEDUC
Date In		State	AB
Date Serviced		Zip	T9E 2X2
Date Out		Phone (Home)	780 386 4108
		Phone (Cell)	
		Email	

COACH INFORMATION		TOTALS		Requested	Authorized
Coach Serial#	604111	Labor		.00	.00
Model Year	2008	Sublet		.00	.00
Brand	DS	Parts		.00	.00
Type	DP	Markup		.00	.00
Floor Plan	4035	Freight		.00	.00
VIN	4VZBR1D948C067836	Adjustments		.00	.00
Stock Unit	No	Parts/Frt/Adj/Markup		.00	.00
Odometer	1	TOTAL		.00	.00
Retail Sold Date	06/04/2008	TOTAL PAID			.00
Warranty Status	In Warranty				

View Appliances

View Build Order

Select to view either the appliance sheet or the build order for this coach

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Detail

R.O. Number 468353

Add Job

Job#	Parts	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Claim	Paid	2905	DVD Player	.40	1	.40	.00	47.20	265.08	242.46	242.46	
2		Claim	Paid	4801	Brokerage Fees-Canadian Duty	.00	1	.00	.00	.00	6.57	6.57	6.57	

Submit Jobs

Select to view job detail

(When binoculars are highlighted green, parts were used & detail is available)

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Detail

R.O. Number 468353

Job 1

COMPLAINT INFORMATION		GENERAL INFORMATION	
Flat Rate Code	2905	Auth/Claim	Claim
Description	DVD Player	Status	Paid
Occurrences	1	Consolidated from Claim	37974
Requested Hours	40	Authorization	No 06/10/2008
Authorized Hours	40	Work Complete	Yes 08/18/2008
Fault Code	45-Scratched	Payment	Yes 08/25/2008
Vendor Responsible	89996-NEWMAR WORKMANSHIP Hours: 00		
Appliance	33-CD		
Model	DAV-HDZ235		
Serial Number	012854R		

TOTALS		
	Requested	Authorized
Labor	47.20	47.20
Sublet	.00	.00
Parts	167.60	150.20
Freight	.00	.00
Adjustments	.00	.00
TOTAL	265.08	242.46
TOTAL PAID		242.46

COMPLAINT / CORRECTION

COMMENT ENTERED ON 06/10/2008 AT 02:50 PM BY DEALER
Scratch on face of DVD player, needs to be replaced

Complaint/correction as well as Newmar's notes or direction are viewed here.

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Status

Create Authorization All Search by R.O.# Search by Coach#

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
493559		Authorization	Approved	01/05/2009	703879	2007	KS	CA	3680	2720.00	.00	.00	.00	2720.00	2720.00	.00

Create Authorization

Select "Binoculars" to add parts

Parts can only be added to a Warranty Authorization in "Approved" status

Done

Internet 100%

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=connet

CDM_Net2

Warehouse: 10

Warranty Claim Parts

R.O. Number 493559

Job Number 1

Add Part

Line#	Part Number	Description	Qty	U/M	Requested Cost	Authorized Cost	Markup	Total Parts	Returning Parts	Parts Returned	Notes	Tracking Number
-------	-------------	-------------	-----	-----	----------------	-----------------	--------	-------------	-----------------	----------------	-------	-----------------

Select "Add Part"

Internet 100%

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/WebDispatcher?mode=connect

Company: 1 - Newmar Corporation - Production
Customer: 1142002 - COACHLIGHT RV SALES INC
Warehouse: 10

Crystal Manning

Enter part number, quantity & requested cost

Quantity (EACH) * 1
Requested Cost 10.00
Returning Part? ☐
Notes (* = required information)

Add Part Cancel

If part number is unknown, select "Binoculars" to search

Then select "Add Part"

Double click correct part number to insert number automatically

Item Number Search

Item Number	Description
66273	CORD W/TAB TRIDENT TRAVERTINE
84231	TASSEL 3" TRIDENT TRAVERTINE
06204	TILE 12X12 ALMOND TRAVERTINE
011628	TILE 12X24 ALMOND TRAVERTINE
84535	TILE 4X13 POSITANO TRAVERTINE

Close Window

CDM_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM_Net2/servlet/WebDispatcher?mode=connect

Company: 1 - Newmar Corporation - Production
Customer: 1142002 - COACHLIGHT RV SALES INC
Warehouse: 10

R.O. Number 493559
Job Number 1

Returned Item Number * 06204
Quantity (EACH) * 1
Requested Cost 10.00
Returning Part? ☒
Notes (* = required information)

Add Part Cancel

Tracking Number

Then select "Add Part"

If returning a part, mark the "Returning Part?" box. A "Tracking Number" is **required** to submit a part.

COM_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/COM_Net2/servlet/WebDispatcher?mode=comnet

Warehouse: 10

Warranty Claim Parts

R.O. Number: 493559
Job Number: 1

[Add Part](#)

Line#	Part Number	Description	Qty	U/M	Requested Cost	Authorized Cost	Markup	Total Parts	Returning Parts	Parts Returned	Notes	Tracking Number
1	0620	TILE 12X12 ALMOND TRAVERTINE	1,000	EA	10.00	.00	.00		No	No		

If another part is to be added to the existing authorization select "Add Part"

To move to another authorization or claim, select the *arrow*

Internet 100%

COM_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/COM_Net2/servlet/WebDispatcher?mode=comnet

Company: 1 - Newmar Corporation - Production
Customer: 1117502 - CAPITAL RV CENTER INC

Warehouse: 10

Supplier Links

[Where's My Stuff??](#)

[Workhorse](#)

Select the "Supplier Link" icon at the top of the page to log onto a particular supplier's website

Click supplier name to navigate to their website.

- Allison Transmission
- Aqua Hot
- Atwood Mobile
- ASA
- BASE
- Carefree
- Cummins
- CAT
- Diamond Shield
- Dometic
- Eclipse
- Evans Tempcon
- Flexsteel
- Freightliner
- Giard
- HWH
- Jamo
- King Dome
- KVH
- Magnum
- MotoSat
- Miko
- Newmar Apparel
- Newmar Corporation
- Norcold
- Oasis
- Onan
- Power Tech
- Precision Temp
- River Park
- Samsung
- Sony
- Spartan
- Suburban
- TelCare Surveys
- Trip Tek
- U-Line
- Viewsonic
- Villa
- Winegard

CDM_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/CDM_Net2/servlet/VebDispatcher?mode=comnet

CDM_Net2

Warehouse: 10

Dealer Dashboard

Warranty Claim Summary

TOTALS	Count	Lines	Requested	Approved
R.O. Authorizations (open)	17	28	365777.05	4462.65
Paid R.O.'s YTD			47258.46	44928.83

Last Denial	R.O.	Denial Reason
08/06/2008	468331	Not a warranty issue

Denial Summary (last 90 days)	Count
Requires return part	3
Need more information	2
Unit is out of warranty	2
Not a warranty issue	2
Requires prior authorization	1
*** Unspecified ***	1

Parts Order Summary

TOTALS	Last Order Date	YTD Count	YTD Amount
Parts Orders	08/18/2008	85	19086.17
Parts Orders (via ComNet)	06/18/2007	0	.00

Select the "Dealer Dashboard" icon at the top of the page to view the dealers' total claims summary



WHEN YOU KNOW THE DIFFERENCESM

**NEWMAR WARRANTY
DEPARTMENT**

**Dealer
Policies and Procedures Manual**

NEWMAR WARRANTY DEPARTMENT Dealer Policies & Procedures

DELIVERY, PRE-DELIVERY INSPECTION & CUSTOMER WALK THROUGH

Damage discovered upon coach delivery is to be reported immediately to the Newmar Warranty Department so that repair direction and prior authorization can be provided. Repairs of drive-away damage are to be made within 30 days. Also, upon prior authorization, Newmar will reimburse the dealer's floorplan interest incurred for up to 30 days resulting from necessary repairs of drive-away delivery damage or coach delays due to chassis break downs. Interest reimbursement will be made via the dealer filing a Newmar warranty claim in the prescribed manner.

Prior to each coach delivery, a complete pre-delivery inspection is to be conducted and proper corrective action taken of any concerns discovered through the warranty claim process. A sample pre-delivery inspection item list is provided in these procedures.

As a Newmar dealer, you are required for your benefit as well as Newmar's, to disclose to retail customers purchasing new Newmar coaches (motor homes or towable) any repairs which were performed prior to your original delivery of the product to the retail customer. The disclosure should include the nature of the damage or defect that necessitated the repair and a brief statement or description of what was done to repair the item. This disclosure should occur prior to the sale. It can be brief, but it is recommended you include the words to the effect that additional or more detailed information is available upon request. Although some states may set minimum dollar amounts, Newmar would recommend you disclose any item rather than trying to differentiate based on any dollar value attributable to the repair cost.

WARRANTY REGISTRATION

Newmar supplies a warranty registration form for the dealers to use when the customer is picking up the unit. This form must be filled out and signed by the retail customer. After completion, the form must be submitted to Newmar within 10 days of retail delivery.

Newmar requires that the dealer follow the checklist completely, making sure every component operates correctly and that the coach is clean before the customer arrives.

A complete and thorough walk through with the customer is very important for you, the customer, and for Newmar. The customer needs to know all the features in his new unit and their function. A copy of the Newmar Corporation Warranty Registration Form is attached.

WHO TO CONTACT

Attached you will find a list of the Newmar Customer Service personnel. Please feel free to contact the appropriate personnel when needing assistance. Newmar has provided a dedicated technical support/authorization contact number for the Platinum dealer.

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

WARRANTY POLICY PROCEDURES:

WARRANTY OBLIGATIONS

1. According to Federal Law, the seller has an obligation to make available copies of Newmar's expressed written limited warranty to a potential retail customer prior to sale, in one of the following two ways. 1. The dealer may simply have the information, in the form of a copy of the actual warranty, posted in a public location in close proximity to the product being sold. 2. The dealer may post a sign that indicates in reasonable sized print that the warranty is available upon request, indicating who the potential retail customer should ask for a copy. It is Newmar's policy that all selling dealers conform to this requirement.
2. All Dealers for Newmar are required to have adequate servicing facilities to service the Newmar product line(s) stocked. Dealerships are to expeditiously investigate and resolve all complaints received from Newmar retail customers, regardless of whether or not they purchased their Newmar unit from that Dealer. This promotes goodwill towards the Dealer, Newmar and other Dealers selling or servicing Newmar products. The Dealer when providing warranty service will provide "prompt warranty service". Prompt warranty service" shall mean:

Parts necessary for warranty service must be identified within forth-eight hours of delivery of the retail customer's unit to Dealer for warranty service. Parts must be ordered from Newmar or appropriate supplier within twenty-four hours thereafter. Retail customer must be notified at the time parts are ordered as to the anticipated date of delivery of the parts, and completion of warranty work, and must be given the option to retain if usable, possession of their Newmar product until said parts are received and installed. Parts supplied pursuant to the warranty claim must be installed within forty-eight hours of their receipt by Dealer, or as soon thereafter as all necessary materials, including said parts, are available to complete the warranty work. To facilitate providing "Prompt Warranty Service", the Dealer is encouraged to participate in the Newmar Recommended Parts Stocking Program as outlined in the Newmar Parts Ordering Policies & Procedures. The Platinum dealer must participate in the Newmar Recommended Parts Stocking Program as outlined in the Newmar Parts Ordering Policies & Procedures.

3. All complaints received by the Dealer which cannot be readily remedied with prompt warranty service must be promptly reported in detail to the Newmar Warranty Department in writing.

FLAT RATE MANUAL

Newmar adheres to the current Newmar flat rate schedule. Each repair listed on the warranty labor claim must be coded using the Newmar flat rate schedule. All flat rate codes are four (4) digits with a two (2) digit failure code in length. The flat rate schedule will inform you of part disposal, prior authorization requirements, and time permitted. The Flat Rate Schedule Change Request Form is provided if you feel there are missing codes or codes with insufficient time allowed. If you have any questions when filling out a claim, please feel free to contact a Newmar Claims Representative for assistance at 866-290-5209. A copy of the most current flat rate manual is located on <http://comnet2.newmarcorp.com>, then enter your ID and Password. (If you do not have your dealership's ID/Password, contact a Newmar Parts Sales Representative to obtain it.) Select Newmar Warranty Dealer Administrative Information to access the Flat Rate Manual.

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

PRIOR AUTHORIZATIONS

Any single item excluding electronic components, appliances, furniture, paint and bodywork that exceeds the allowable flat rate or individual parts of \$500.00 or more requires prior authorization obtained from a Newmar Technical Support Representative. The Platinum dealer must acquire prior authorization if any single item exceeds 6 hours of labor or individual parts of \$1000.00. This authorization number is valid for a time-period of 90 days or until the expiration of the warranty, whichever occurs first. See the “Electronic Components / Appliances Furniture / Paint & Bodywork” section for authorization requirements for these items.

Newmar will provide all authorizations, including repair or replacement of all supplier components excluding chassis, tires and batteries requiring prior authorization within 4 hours. All supplier component requests requiring authorization must be made on Newmar’s ComNet2 Authorization Request Form or by direct telephone call using the toll free number for the Warranty Department. If in the event Newmar has failed to respond within four hours, the dealer is permitted to repair or replace the component providing evidence of Newmar’s default by call record number or e-mail request record. To receive your dealer’s username and password, as well as usage instructions regarding authorizations and claim status, please contact Newmar Technical Support.

SUBLETS

All sublet repairs require prior authorization. A copy of the sublet needs to be submitted with the Newmar warranty claim form for reimbursement. Newmar Parts Mark Up does not apply to sublet repairs.

PARTS MARK UP

Newmar provides a Parts Mark Up of 30% (40% for Platinum dealers) on the Newmar dealer cost of new parts used on the repair of a warranted complaint. Parts mark up is calculated after conversion to U.S. funds.

DUTY/BROKERAGE FEES

Duty and brokerage fees are to be paid by the **servicing dealer**. Reimbursement for these fees must be filed on a Newmar Warranty Claim Form. Newmar will reimburse these fees associated with warranty parts upon conversion to U.S. funds. Mark up does not apply to these fees. Newmar will not pay brokers directly. See chart below.

CANADIAN \$\$		US \$\$ at \$1.58	
UNDER \$40.00	\$ 7.00	0 - \$ 23.52	\$ 4.43
\$ 200.00	\$25.50	To \$ 126.58	\$16.14
\$ 500.00	\$37.00	To \$ 316.46	\$23.42
\$ 750.00	\$39.00	To \$ 474.68	\$24.68
\$1000.00	\$44.00	To \$ 632.91	\$27.85
\$1250.00	\$49.00	To \$ 791.14	\$31.01
\$1600.00	\$52.00	To \$1012.66	\$32.91
\$5000.00	\$58.00	To \$3164.56	\$36.71
ADD \$4.00 per \$1000.00 OVER		ADD \$2.53 per \$633.00	

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

WARRANTY CLAIM ADJUSTMENTS

Adjustments may be made by the Newmar Warranty Department to claims submitted to Newmar for payment. Questions regarding claim adjustments should be directed to a Newmar Claims Representative at 866-290-5209.

APPEALING A CUT CLAIM

Newmar allows 60 days from the date of the claim entered for payment to appeal a cut claim. A legible copy of the original claim must be mailed to the attention of the Claims Department or faxed to 574-773-6588 with any additional information that would be necessary for the appeal process, i.e. part invoice and a detailed explanation, returned parts information.

Do not produce a new claim to resubmit for a previously cut claim. A resubmission of the original claim will be treated just like any other claim and reviewed by the claims personnel.

If the claim was cut for non-returned parts, a copy of the original claim must accompany the part to be shipped back to Newmar and the denied portion of the claim will be paid.

If extra time was required and no authorization was previously given, resubmit a copy of the original claim with a detailed explanation or any information necessary to warrant the extra time requested for review.

If a claim is resubmitted after 60 days from the date the claim was entered, the claim will not be paid.

WARRANTY REIMBURSEMENT

Warranty claims will be reimbursed twice a month. Checks will be issued unless your parts account is past due. If your parts account is past due, credit will be issued to your parts account. Please utilize ComNet2 to located adjusted claims and payment status.

Hourly warranty rates will be paid in US dollars according to the approved posted shop labor rate on file for each dealership. Posted Canadian rates will be converted to US dollars, monthly.

All requests for increased rates should be submitted to the Newmar Warranty Manager for approval. Dealer labor rate increase requests will be considered contingent upon a Newmar Customer Satisfaction Index (CSI) score of 72% or higher in the previous quarter reporting period. A photograph of the posted shop rate along with copies of two (2) retail work orders charging the new rate are required for rate increase consideration.

ELECTRONIC COMPONENTS/APPLIANCES/FURNITURE/PAINT & BODYWORK

1. **Electronic Components** – Newmar provides replacement components on most electronics, i.e. stereos, TV's, for the term of the Newmar warranty upon receipt of Newmar's prior authorization. The dealer must call or e-mail with the following information to Newmar to receive authorization: the Newmar unit

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

serial number, summary of the issue, the brand, the model number and the serial number of the component. Newmar will then advise the dealer by phone, fax or e-mail, of the authorization number.

On electronic warranty replacement parts, the dealer must order the electronic component through the Newmar Parts Department, providing them with the authorization and serial number supplied by the Warranty Department. These components will be sold and reimbursed at a reduced cost. Items utilized from existing dealer inventory should be reordered using the authorization received from the Newmar Warranty Department.

2. **Appliances** – Repairs on appliances such as washer/dryers, dishwashers, microwaves, ranges, refrigerators, icemakers, water heaters, furnaces, coffee makers must be performed per the Newmar flat rate manual. Prior authorization must be obtained from the Newmar Warranty Department before replacing or repairing any appliance.
3. **Furniture** – The dealer must call or e-mail the following information to Newmar. The Newmar unit serial number summary of the issue, the brand, the model number and the serial number of the furniture item, if obtainable. Newmar will then coordinate with the dealer and furniture supplier by phone, fax, or e-mail and provide the authorization number, manufacturer's RA number and instructions for repair or replacement of the furniture item. The dealer must note all numbers provided by Newmar on the warranty claim.
4. **Paint & Body Work** - The dealer must obtain photos of the issue along with a summary, including estimated labor time, and e-mail this information to Newmar for authorization. Newmar will provide by phone, fax or e-mail to the dealer, an authorization number to file on the warranty claim.

NEWMAR VENDOR CLAIMS

In most instances, the Dealer can be most effective dealing directly with a Newmar supplier. However, in instances where difficulties arise, Newmar will be happy to assist with the vendor or offer assistance internally. Dealers may file vendor claims (excluding chassis, tires or batteries) directly with Newmar providing a copy of the vendor authorization is attached to the Newmar warranty claim form, as well as the "Warranty Return Parts Policy" is followed as listed in these guidelines.

FILING A CLAIM

Warranty claims including warranty defective parts, must be received at Newmar within thirty (30) days of work performed to receive reimbursement. A sample claim form with the following items noted is attached.

I. FILING A CLAIM USING COMNET2, NEWMAR'S ON-LINE CLAIM FILING UTILITY

Please see instructions in the "ComNet2 Overview" section of this manual.

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

II. FILING A CLAIM USING NEWMAR'S PAPER CLAIM FORM:

(Newmar will provide numbered claim forms, upon request, that may be used to file a warranty claim.)

1. Fill in your dealer information. This includes your Newmar dealer number, your labor rate, and your dealer name and address.
2. Fill in the customer name and address. If the unit is not retail sold, simply write "Stock Unit."
3. Fill in the model and year of the unit that is being worked on.
4. Fill in the NEWMAR serial number. This is a required field. Please do not use chassis VIN numbers, or your dealership stock numbers. The NEWMAR serial number can be found on the information sticker located on the inside of one of the kitchen overhead doors. NEWMAR serial numbers are a five or six digit number which will begin as follows:

Kountry Aire	2----	Cypress	22----
American Star	3----	Torrey Pine	31----
Northern Star	4----	Ventana	41----
NewAire	4----	All Star	46----
LondonAire	5----	Bay Star	11----
Dutch Star	6----	Canyon Star	16----
Scottsdale	6----- and 1-----	Grand Star	95----
Kountry Star	7----	King Aire	53----
Essex	9----- and 8-----	X Aire	36----
Mountain Aire	9----	Dutch Aire	74----

5. Fill in the date of claim. All claims must be submitted to Newmar for payment within 30 days after the repairs are completed.
6. Fill in the date of retail purchase.
7. If prior authorization is required, fill in the number issued to you by one of our Newmar Customer Service Representatives. Any job which exceeds the allowable flat rate to complete, any part used which costs \$500.00 or more, or any sublet must have prior authorization. The Platinum dealer must have prior authorization for any single item which exceeds 6 hours of labor, any part used which costs \$1000.00 or more, or any sublet.
8. (a), (b) & (c) Time (days/hours) unit in storage before, during, and after service. Any sublet repair must be listed on the warranty claim form and the original sublet invoice must be attached to the warranty claim. The 30% markup (40% for Platinum dealer) does not apply to sublet repairs.
9. Fill in the odometer reading. Mileage is required for payment of work performed on all motorized vehicles.
10. List any parts used to complete corresponding repair. If the repair is being done on any type of appliance, which includes such things as awnings, ranges, TV's, stereo equipment, VCR's, refrigerators, furnaces, water heaters, washers, icemakers, inverters, generators, etc., a model and serial number is required for payment.
11. Check the appropriate box, whether the part being used is to be returned to Newmar or not. This information can be located in the return parts column in the Newmar Flat Rate Manual. The original claim must be placed in the box with any required return parts. Never mail the claim separately. A repair cannot be paid if a necessary part is not returned.
12. List the part cost. Do not include mark-up in this cost.

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13. Enter the Newmar flat rate code from the manual for the repair being made. If a specific repair cannot be found, use the code which most closely matches. This box should never be left blank. Do not use multiple codes. The times listed for each code in the manual include all operations for a specific repair. For example, 6100, removing and replacing an interior light fixture, include making the electrical connections as well.
14. (a) Describe the complaint as clearly as possible. Try to avoid using words like inop, won't work, etc. (b) Give a detailed description as to how the problem was repaired.
15. Fill in the time which corresponds to the flat rate code from the manual.
16. Multiply the time from box #15 by your dealership labor rate.
17. Continue with 14a and 14b until all of the necessary repairs have been made.
18. Total the part costs.
19. Calculate the mark-up.
20. All returnable parts must be returned via UPS or R & L Freight Carriers, freight collect. When using R & L Freight, the dealer must mark the bill of lading as COLLECT to NEWMAR and hand write "GUARANTEED DAY SVC" in the body of the bill of lading. When using UPS, the dealer **must** return shipment using UPS account # 446826 **ONLY**.
21. Total the parts and mark-up costs.
22. Customer **MUST** sign and date the form. No warranty claim will be paid unless the customer has signed acknowledging all repairs have been performed to his/her satisfaction.
23. A representative from the dealer service department must sign and date the form.
24. Total the labor expense.
25. The total from box #21 should be placed here.
26. Add #24 and #25 and put that figure in box #26.

III. FILING A CLAIM WITH DEALER RO

You may also file a claim by submitting your dealership repair order. Please refer to the "Sample Dealer Repair Order" (page 24).

- | | |
|--|--------------------------------------|
| 1 Dealer name, address & dealer number | 12. Authorization number |
| 2 Dealer RO number | 13. Flat rate code & fault code |
| 3 Coach year & model | 14. Number of hours for repair |
| 4 Production & VIN numbers | 15. Newmar part number & description |
| 5 Mileage | 16. Part cost |
| 6 Date of Purchase | 17. Total for parts |
| 7 Customer name, address | 18. Total for part mark up |
| 8. Customer phone number | 19. Total for labor |
| 9. Date coach in for service | 20. Grand total of RO |
| 10. Date coach out of service | 21. Customer signature & date |
| 11. Date RO for coach completed | 22. Dealer signature |

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

The dealer repair order must contain:

1. Dealer number
2. Repair order number
3. Date work completed
4. Newmar serial number
5. Date of purchase
6. Date in for service
7. Job number
8. Work required
9. Customer signature and date

****IMPORTANT NOTES****

Each warranty claim form must be totaled and signed separately.

No mark-ups are allowed on sublet labor.

Please place those amounts in the labor section of the claim.

Determine whether the repairs that are being made fall under the Newmar Warranty Guidelines, or if it is a maintenance or damage concern. Only submit legitimate warranty issues on the claim form. If the repair is a customer pay issue, it should be discussed with them up front to avoid any misunderstandings when the repairs have been completed.

WARRANTY RETURN PARTS POLICY

RETURN PARTS PACKAGING & SHIPPING REQUIREMENTS

Return parts must be packaged and returned in the manner the replacement part was received in order for credit to be issued. Newmar requests that the original packaging be used on all returns. If damage occurs due to an improperly packaged part, credit will not be issued. Any item, which exceeds the size and weight limitations set by UPS, must be returned to Newmar via R & L Freight Carriers, freight collect. All returnable parts must be returned via UPS or R & L Freight Carriers, freight collect. **Canadian dealers** are required to send their freight shipments to Newmar via **Roadway**. When using R & L Freight or Roadway, please mark the bill of lading as COLLECT to NEWMAR and hand write "GUARANTEED DAY SVC" in the body of the bill of lading. When using UPS, the dealer **must** return shipment using UPS account # 446826 **ONLY**.

RETURN PART REQUIREMENTS

1. Consult the current flat rate manual to verify that the part needs to be returned. Only return those parts that are required to be returned as per the corresponding flat rate code. If the code indicates that the part is not to be returned, **DO NOT RETURN IT**. The shipping costs will be billed back to the dealership for any unnecessary parts being returned to Newmar.

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

2. Parts requiring return must be received by Newmar within 30 days of completion of warranty service. Failure to comply will result in the claim line denial for labor, parts and parts mark-up.
3. If the code indicates that the part **DOES** need to be returned, please ship it back to Newmar Corporation, 72185 CR 3, Nappanee, IN 46550, via **UPS FREIGHT COLLECT**, using account **#446826** ONLY.
4. The warranty claim number and/or authorization number **MUST** be written on the outside of the box and in the reference number field of the UPS form. Any package received void of this information will be returned to the dealership at the dealer's expense.

PARTS ORDERING

Parts orders are processed by the Newmar Parts Department in accordance with the Newmar Parts Ordering Guidelines. Parts are to be purchased by the servicing dealer and are reimbursed by way of the Newmar Warranty Claim Form. To facilitate providing "Prompt Warranty Service" the dealer is encouraged to participate in the Newmar Recommended Parts Stocking Program as outlined in the Newmar Parts Ordering Guidelines.

TECHNICAL SERVICE BULLETINS

Technical Service Bulletins are issued as a means of providing technical information or direction. This information is listed by model year, towable, motorized, brand, and category. Included in the bulletin is a brief description of the issue, followed by the recommended solution. This area will contain directions on how to resolve the issue. The Technical Service Bulletin is also used as a format to forward service bulletins sent to Newmar Corporation from our vendors.

All bulletins are available on ComNet2.

NEWMAR WRITTEN WARRANTY AND EXCLUSIONS

Newmar provides an expressed written warranty for all products. It is the dealership's responsibility to become familiar with the terms and conditions of this warranty. The exclusions include tires, batteries, and chassis and all components supplied by the chassis manufacturer, along with certain maintenance items. Newmar directs owners to refer to the Newmar owner's manual for maintenance procedures and guidelines. Lot maintenance is the responsibility of the dealership. Routine maintenance is the responsibility of the customer. Chassis alignment, cosmetic alignment of the slide out and other cosmetic adjustments are considered routine maintenance and are not covered to the retail customer. Therefore, the selling dealer must complete all adjustments prior to delivery to the retail customer. Exterior and other sealants must be inspected periodically and would fall under the above guidelines. Copies of Newmar's written warranties are attached.

Service call charges are not covered under Newmar's warranty.

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

NEWMAR'S RECOMMENDED SERVICE CENTER LISTING

Newmar provides as a service to its customers a "Recommended Service Center" listing on the Newmar Corporation website. Service centers in good standing and with an overall Customer Satisfaction Index (CSI) score of 72% or higher in the preceding reporting period are eligible for this listing. CSI Award Earners will be recognized as "Highly Recommended". Platinum Servicing Dealers are also recognized.

NEWMAR'S CUSTOMER SATISFACTION INDEX PROGRAM

Customer satisfaction is very important to Newmar Corporation. Newmar customer satisfaction is measured by the surveying of customers that have received warranty service by Newmar dealers and authorized service centers and is compiled into a Customer Satisfaction Index (CSI). In the effort of providing the most accurate representation of customer satisfaction possible, the CSI surveys, mailing, data collection, data management and reporting are controlled by an outside firm not owned, managed, controlled or operated by Newmar Corporation or Newmar Corporation management. This firm provides quarterly reports to all dealers and authorized service centers communicating the dealer's current CSI score as well as pertinent data so that the dealer can make informed management decisions. Included in this report are detailed instructions of on-line access to the dealer's CSI data via several report options. A dealer CSI score below 72% for any two (2) quarters during the four (4) quarter scoring period, (January 1 through December 31) will be considered a default by the dealer as outlined in the Dealership Sales and Service Agreement.

NEWMAR HONORS CUSTOMER SERVICE AWARD EARNERS

Newmar honors customer service award earners, and three different types of awards are given to those dealers who excel in different areas of Customer Service over the past year.

The first award is the Customer Satisfaction Index (CSI) Award. This award is presented to dealers in good standing who score 90% or higher based on 12 or more responses from customer surveys in the 12 month period beginning in January and ending in December.

Newmar also recognizes three dealers with a Transient Customer Service Award. This award is given to dealers in good standing who have gone above and beyond in providing excellent customer service to the most transient customers.

Transient customers are those customers who did not buy their RV from the servicing dealer, but are in the area and are in need of service work.

In addition, Newmar presents the prestigious Mahlon Miller Service Excellence Award. This award recognizes those dealerships in good standing who most embody the spirit of customer service.

NOTICE REGARDING WASHING OF UNITS

Washing of units upon delivery of transport is the responsibility of the transport company.

NEWMAR WARRANTY DEPARTMENT

Dealer Policies & Procedures

PLATINUM DEALER STATUS REQUIREMENTS

A Platinum Dealer Must:

- Be in good standing according to Newmar's Dealer Agreement.
- Have a CSI (Customer Satisfaction Index) score of 90% or above with 30 or more responses in the most recent CSI scoring period of January through December.
- Willing to service all Newmar owners.
 - Clearly communicated policy that the dealership performs service for all Newmar owners.
 - Provide customer emergency/safety/use impairment related drop-in service.
- Either chassis certified or a partnership developed with a local certified chassis shop.
 - Newmar and Spartan will assist with all necessary arrangements.
- Agree to Newmar's recommended parts stocking program.
- Five or more service bays.
- Customer waiting lounge.
- PC/Internet access for use of Newmar's flat rate manual, technical service manuals, ComNet2 parts catalog and other electronic services provided by Newmar.
- Have a notebook computer available for diagnostic/troubleshooting for items such as satellite dishes.
- Have a certified paint facility, or ready access to a qualifying paint facility.
 - Newmar must certify off-site facilities.
- Pass tough facility evaluations.
 - Customers expect a clean and pleasant place to have their Newmar coach serviced.
 - Proper equipment must be available on site.
- Understand and participate in the CSI initiatives of Newmar Corporation.
- Have a commitment to training.
 - 20% of technicians RVIA certified.
 - 10% of technicians RVIA master certified.
 - Dealer technicians attend Newmar offered service schools, vendor training, and allow on-site training.
- Have a quality check and provide a clear explanation with every service experience.
- Participate and understand the Newmar Seamless Service concept.
 - No finger pointing.
 - No blame shifting.
 - Service, seamless to the customer.
 - Mutual trust that the Dealership, Manufacturer, and Vendor all work together for the customer's good.
- Use ComNet2 for all parts ordering, unless special assistance is needed.
- Re-qualify each year to guarantee the benefits of the "Platinum" designation.

Warranty Registration



355 N DELAWARE ST
PO BOX 30
NAPPANEE IN 46550-0030
574 773-7791 FAX 574 773-2895

OWNER'S REGISTRATION

Must be returned to Newmar
within 10 days of date of purchase.

LAST NAME	FIRST	MIDDLE
STREET ADDRESS		
CITY	STATE	ZIP
E-MAIL ADDRESS		TELEPHONE NUMBER

DATE PURCHASED	MODEL	YEAR-SERIAL NUMBER	MILEAGE
SELLING DEALER		VIN	
CITY	STATE	ZIP	
SALES REPRESENTATIVE NAME			

PRE-DELIVERY and ACCEPTANCE DECLARATION

The Selling dealer will inspect, correct and adjust as necessary, the following items with the new owner immediately prior to delivery:

- ☐ ☐ Dealer checks box on left
Customer checks box on right

1. WATER SYSTEM

Check for leaks, correct as necessary

- ☐ ☐ Water Intake Valve
☐ ☐ Water Tank
☐ ☐ Water Pump
☐ ☐ Water Heater & Review Operation
☐ ☐ All Water Lines
☐ ☐ Drain Cocks
☐ ☐ All Faucets
☐ ☐ Winterize if Necessary

2. PLUMBING SYSTEM

Check and Correct as necessary

- ☐ ☐ Holding Tank ☐ ☐ Tub/Shower
☐ ☐ Gate Valve ☐ ☐ Sink
☐ ☐ All Traps ☐ ☐ Lavatory
☐ ☐ Toilet Stool
☐ ☐ Waste Water Tank
☐ ☐ Winterize if Necessary

3. L.P. GAS SYSTEM

Meter-check entire system.

Correct and adjust as necessary.

- ☐ ☐ Furnace - Pilot - Burner
☐ ☐ Range - Pilots - Burners
☐ ☐ Water Heater - Pilot - Burner
☐ ☐ Refrigerator, Burner
☐ ☐ Gas Bottles, Valves
☐ ☐ Gas Regulator, Adjust Pressure
☐ ☐ Gas Lines
☐ ☐ LP Detector Fuse Activated

4. ELECTRICAL SYSTEM

Check operation, correct as necessary.

- ☐ ☐ 110 V. System
☐ ☐ 12 V System
☐ ☐ All Interior Lights
☐ ☐ All Interior Switches
☐ ☐ All Interior Fans
☐ ☐ Heater/Air Cond./Thermostat
☐ ☐ All Exterior Lights
☐ ☐ All Exterior Receptacles
☐ ☐ Break-a-way Switch
☐ ☐ Electric Water Heater
☐ ☐ Converter/Inverter
☐ ☐ Generator & Review Operation

5. RUNNING GEAR

Check, Adjust as necessary.

- ☐ ☐ Brake Adjustment
☐ ☐ Tighten Wheel Lugs
☐ ☐ Tire Pressure
☐ ☐ Wheel Covers
☐ ☐ Battery

6. EXTERIOR

Check and Correct as necessary

- ☐ ☐ Entrance Door, Locking, Proper Adj.
☐ ☐ Trunk Door, Locking, Proper Adj.
☐ ☐ Coupler
☐ ☐ 5th Wheel Hitch
☐ ☐ Slideout Operation
☐ ☐ Slideout Appearance & Fit

7. GENERAL APPEARANCE ITEMS

Inspect and correct as necessary.

- ☐ ☐ Interior, Exterior, Trim Moldings
☐ ☐ Exterior Finish, Spot Paint Steps,
Bumper, A-Frame, Touch Up

8. FACTORY INSTALLED OPTIONS AND ACCESSORIES

Inspect & adjust as necessary

- ☐ ☐
☐ ☐
☐ ☐
☐ ☐

9. TIRES

A. At the time of delivery this unit was equipped with _____

(number of) factory installed tires.

B. Brand name of tires _____

C. Serial Number of tires _____

10. MOTOR HOMES

- ☐ ☐ Check All Engine & Transmission Fluids
☐ ☐ Observe Automotive Gauges During Test Drive
☐ ☐ Tag Axle & Review Operation
☐ ☐ Vehicle Handling / Ride

11. OWNER/DEALER DELIVERY

- ☐ ☐ Review Owner's Guide and Instruction Book with Owner
☐ ☐ Demonstrate Operation of All Appliances and Accessories
☐ ☐ Go Through Complete Couple & Uncouple Procedure with Owner
☐ ☐ Road Test with Owner
☐ ☐ Review Warranty

12. INTERIOR

- ☐ ☐ Cleanliness
☐ ☐ Fire Extinguisher
☐ ☐ CO2 Detector Activated
☐ ☐ Smoke Detector

Time Inspection Took _____ Location of Inspection _____

Were there any additional questions? ☐ Yes ☐ No If yes, explain: _____

Were these questions answered to your satisfaction? ☐ Yes ☐ No If no, explain: _____

After this inspection, do you feel adequately advised to operate and maintain your recreational vehicle within all its guidelines set forth in the enclosed owner's manuals? ☐ Yes ☐ No If no, explain: _____

WARNING: THE PURCHASER IS EXPECTED TO READ THIS DOCUMENT BEFORE IT IS SIGNED.

In the interest of complete consumer satisfaction, Newmar Corporation requires its dealers to perform the pre-delivery inspections and demonstrations. The purchaser should not sign this statement until all of the items indicated above have either been performed or explained to his satisfaction and he and the dealer have checked the respective box. The dealer is not authorized to deliver this vehicle unless indicated items have been performed and this form has been properly completed and signed by both the Seller and the Purchaser.

NOTICE: CONSUMER WARRANTY SERVICE OBLIGATION

The registration of this warranty provides you with certain warranty and service rights pursuant to Newmar's Expressed Limited Warranty for repairs and/or warranty service. You agree by the execution of this registration that Newmar's Expressed Limited Warranty is the only expressed warranty provided by Newmar, and that it is a repair and service warranty only, and that in the event your RV requires warranty service that you will schedule in advance a warranty service appointment with an authorized Newmar service facility, and you will deliver your unit to that service facility at the beginning of the business day of the scheduled appointment.

Out-of-service time will not begin before the day actually scheduled by the servicing dealer for service and shall only include those days upon which work is actually performed by the servicing dealer, provided the vehicle if it were not in the dealer's possession would otherwise be operable with limitations for those items needing service.

I certify that I made the complete inspection of the vehicle and took the test drive at the time of purchase; and I found the vehicle to be without defects.

Date of Inspection

Purchaser's Full Signature

I certify that the purchaser made the inspection and took the test drive as required above and that all inspection items have been performed in his presence and / or explained to his complete satisfaction.

Date of Inspection

Dealer's Full Signature

9/2006

NEWMAR COPY

SAMPLE PDI CHECK LIST

Unit _____ **Start Date** _____ **Complete Date** _____

CHASSIS EXTERIOR		OK'd by
1.	Set Tire Pressure per Federal Tag RF# ____ RR# ____ RD# ____ RT# ____ LF# ____ LR# ____ LD# ____ LT# ____	
2.	Torque lug nuts to 475 ft lbs	
3.	Check entrance step operation -	
	Including – retraction w/ignition signal	
	– last out feature	
4.	Check entrance door operation -	
	Including – air assist function	
	– keys both latch and deadbolt	
	Check that entrance door latch locks/unlocks with code	
	– with keys	
	– with key FOB	
5.	Check ALL compartments for cleanliness	
6.	Check slideout tray functions and stops	
7.	Operate cord reel	
8.	Check generator oil	
9.	Check generator coolant	
10.	Check windshield wiper fluid levels	
11.	Check transmission fluid on dipstick	
12.	Check chassis hydraulic fluid	
13.	Check engine coolant level	
14.	Check engine oil	
15.	Check exterior paint	
16.	Check diamond shield	
17.	Check that compartment doors line up	
	– operate all storage compartment lights	
	– verify lights are shutting off with closed door	
18.	Check that compartment doors lock with keys	
	– with key FOB	
	– touch pad	
19.	Check exterior roof for proper sealing	
20.	Check wheel center hubs	
21.	Check battery slideout tray and latch	
22.	Check battery cable routing	
23.	Insure wires and gas lines sealed through underbelly	
24.	Operate entrance door awning	
25.	Operate ALL window awnings	
26.	Operate patio awning with switch	
	– with remote	
	– test wind sensor	
27.	Hook up LP gas to unit – test flow, lock up and leak	
28.	Check under unit for loose wires, oil leaks, etc...	
29.	Insure slideouts are square with openings	
30.	Operate slideouts and lock arms for correct function	

	CHASSIS EXTERIOR (cont.)	OK'd by
31.	Check security lights	
32.	Check block heater operation	
	DASH COMPONENTS	OK'd by
1.	Check overhead fan functions (3 speeds)	
2.	Operate air horn and chassis horn	
3.	Check HWH system	
	– for warning display and buzzer	
	– operate on auto and manually	
	– check HWH reservoir fluid level	
4.	Check generator slide operation	
	Operate step cover	
	– check stop adjustment in raised position	
5.	Operate power driver's window	
6.	Operate power sun shade – driver side	
	– passenger side with both switches	
7.	Operate power visors – driver side	
	– passenger side with both switches	
8.	Operate side view camera – driver side with select switch	
	– with turn signal	
9.	Operate side view camera – passenger side with select switch	
	– with turn signal	
10.	Operate rear view camera – with select switch	
11.	– with reverse signal	
12.	Operate CB and check SWR	
13.	Operate dash stereo	
	– with single CD	
	– with multi CD	
	– with XM	
	– with AM	
	– with FM	
14.	Operate both exterior mirrors in ALL directions	
	– check mirror heat mode operation	
15.	Check battery boost operation	
16.	Check headlights; high and low beams	
17.	Check headlight beam indicator	
18.	Check fog light operation and directional aim	
19.	Check park brake light (in dash)	
20.	Check antenna up display at dash and wall switch	
21.	Check turn signals, front, rear, mid-ship and in mirrors	
22.	Check marker lights and brake lights	
23.	Check dock lights and optional spot light	
24.	Check dash dimmer switch	
25.	Check for scratches/gouges in dash vinyl and trim pieces	
26.	Operate ALL driver seat controls including heat	
27.	Operate ALL passenger seat controls including heat	
28.	Check seat swivels and wires under seat	
29.	Operate battery disconnect	

DASH COMPONENTS (cont'd)		OK'd by
30.	Check solar panel red light operation	
31.	Check security system and each protected entrance	
	– motion detectors	
	– pager	
32.	Check all dash switches and controls	
33.	Check inverter panel in overhead and settings	
34.	Check entry door lock switch	
35.	Check 12V outlets in dash	
36.	Operate power privacy shade	
37.	Trip Tek options – set time, date and calibrate compass, check smart tire settings	
38.	Check memory touch pad operation – seats, mirrors, steering wheel, pedals	
LIVING AREA COMPONENTS		OK'd by
1.	Check sofa(s) fabric	
2.	Check sofa drawers and latches	
3.	Fold sofa into bed and sit on edge and/or check hide-a-bed air mattress w/pump	
4.	Check dinette table and extension leaf	
5.	Check ALL dinette chairs and cushions (sit on)	
6.	Check for folding chairs under bed (2) and check chair function	
7.	Check recliner chair and operation	
8.	Check sofa throw pillows visually	
9.	Check subwoofer under sofa or in kitchen sink base cabinet	
10.	Check satellite system functions	
11.	Check ALL televisions and components (DVD, VCR) operate via	
	–Settings (receiver, opt input DVD, and DVD 2 channel output)	
	– individual component remotes	
	– Harmony remote	
12.	Check cable functions on ALL television w/exterior connected to cable	
13.	Check operation of ALL detectors; smoke, LP and carbon monoxide	
14.	With TV on and rooftop antenna up, check operation of booster, turn ON and OFF	
15.	Check operation of roof top antenna; raising	
	– rotating	
	– parking	
APPLIANCES AND COMPONENTS		OK'd by
1.	Check refer with gas and electric	
	– make ice	
2.	Check range with gas or electric	
3.	Check microwave	
	– make hot water	
4.	Check freezer operation on 120VAC and 12VDC (exterior)	
5.	Run dishwasher through cycle	
6.	Check vacuum system and ALL accessories	
	– is vacuum bag installed?	
7.	Check ALL heat pumps and heat to all rooms	
8.	Check ALL A/C's and cool to all rooms	
9.	Operate washer and run through cycle	
	– check for leaks	

APPLIANCES AND COMPONENTS (cont.)		OK'd by
	-check that drain hose is secured	
10.	Operate dryer and run through cycle	
	– check for heat	
11.	Check Oasis coolant level when cold	
	Check Oasis operations	
	a. water temperature on both elements (w/amp draw)	
	b. water temperature on diesel burner	
	c. check operation of each heat convector on each zone	
	d. check operation of bay heat convector	
13.	Optional electric floor heat	
BATH COMPONENTS		OK'd by
1.	Check window blind function	
2.	Operate shower and check hot and cold water temperature	
	– run water on walls for extended time period and check for leaks	
3.	Operate toilet in both modes	
	– check if stool holds water	
4.	Visually check assist handle (optional) in shower	
5.	Visually check towel bar	
6.	Rear bath toilet – full tank “cut out”	
BEDROOM COMPONENTS		OK'd by
1.	Check operation of bedroom TV	
2.	Check that the bedroom TV operates with remote	
	– with touch pad	
3.	Check safe lock with key	
4.	Operate bed lift	
5.	Visually check pillows	
6.	Visually check bedspread	
7.	Visually check afghan	
8.	Check Bose Wave radio with remote	
9.	Test ‘AUX’ mode on BOSE for bedroom TV audio	
10.	Check ceiling fan (optional)	
ELECTRICAL COMPONENTS		OK'd by
1.	Visually check each electrical compartment for loose wires	
	– tripped breakers	
	– blown fuses, etc...	
2.	Connect unit to 120/240 VAC, 50 amp hook-up	
3.	Check for correct polarity at each recept, interior and exterior	
4.	Check for 120VAC at each recept, interior and exterior,	
5.	Check each GFI for correct polarity and trip	
6.	Start/stop generator at each (4) switches and at bedroom display	
7.	Check generator VAC for correct polarity at each recept	
8.	Run generator with (min 50%) load for 30 minutes	
9.	Initiate AGS operation with low house battery voltage	
10.	Initiate AGS operation with call for cooling	
11.	Check bi-directional relay delay (BIRD) operation, both ways	
12.	Check ALL interior lights	

ELECTRICAL COMPONENTS (cont'd)		OK'd by
13.	Check ALL interior wall switches, including 3-way switches	
14.	Check ALL phone jacks with exterior connection hooked up	
15.	Test EMS system	
PLUMBING COMPONENTS		OK'd by
1.	Check tank levels at displays before filling – empty	
	– after filling – full	
2.	Operate black and grey tank rinse, check for leaks	
3.	Check gate valves for leaks	
4.	Check dump hose connection for leaks	
5.	Visually check hose opening in compartment floor for alignment with gate valve	
6.	Check hose reel operation	
7.	Check hose reel connection for leaks	
8.	Check hose reel valve for leaks with water pump 'ON'	
9.	Pressure test water system with 60 psi for 20 minutes	
10.	Operate low point valves	
11.	Operate fresh water tank drain valve	
12.	Check ALL (3) functions of water hook-up directional valve	
13.	Check water pump operation	
14.	Check water pump switch operation at each switch (2) and at display panels	
15.	Check for proper filter installations (2) (Install filter in Homestyle refer)	
16.	Operate faucet, hot and cold – kitchen	
	– both bath lavs	
	– washer	
	– exterior shower	
17.	Flood test both holding tanks	
18.	Check ALL p-traps for leaks, including shower	
19.	Optional macerator	
GENERAL ITEMS		OK'd by
1.	Unit built per order	
2.	Dump air/check ½" tire/fender clearance	
3.	Spartan owner's manual	Prepare all warranty registration forms
4.	Allison's owner's manual	
5.	Cummins' owner's manual	
6.	Newmar's Essex owner's manual w/disc	
7.	Check for all manuals on appliance sheet	
THROUGH OUT UNIT		OK'd by
1.	Check floor tiles and grout for cracks, chips, etc...	
2.	Check carpeting for stains, cuts, etc...	
3.	Check ALL roof fans and operation	
4.	Check ALL cabinet doors, hinges and latches	
5.	Check ALL drawers, fronts, guides and latches	
6.	Check ALL sliding and pocket doors for operation and latching	
7.	Check/operate ALL day/night shades (manual/power)	
8.	Check/operate ALL windows and screens	
9.	Operate ALL egress windows	

TEST DRIVE (2 people recommended)		OK'd by
1.	Test drive 25-30 miles starting mileage _____	
	ending mileage _____	
2.	Start engine and check ALL gauges for proper readings	
3.	Operate dash A/C and get cool temperature reading _____	
	in same mode, operate passenger side controls	
4.	Operate dash heat and get heat temperature reading _____ (after engine reaches operating temperature)	
	in same mode, operate passenger side controls	
5.	Check that steering wheel is centered with seat and is straight	
6.	Check ALL wiper functions and speeds, including delay and that they are parking evenly	
7.	Check cruise control functions	
8.	Check engine brake in HIGH and LOW settings, with cruise ON and OFF	
9.	Check for excessive dash squeaks	
10.	Check for wind noise	
11.	Operate navigation system ("connection status" screen, gauge screen)	
12.	Hadley System -	
	-Returning to ride height w/correct MPH	
13.	Check TripTek	
	-Compass	
	-Coach screen status	
	-Road speed (w/speedometer)	
14.	Check transmission fluid w/shift pad	

Service Operations Personnel

Below is a list of Consumer Affairs, Warranty, Parts, and Service Personnel and their responsibilities. With this list, we hope to reach our goal of providing the best customer service possible.

Matt Utley
V.P. of Service Operations
mattutley@newmarcorp.com

Kathy Mikel
Administrative Assistant to V.P.
kmikel@newmarcorp.com

CONSUMER AFFAIRS

Steve Klotz
Consumer Affairs Manager
sklotz@newmarcorp.com

Carol Walker
Administrative Assistant
cawalker@newmarcorp.com

WARRANTY DEPARTMENT

Tony Hermann
Warranty Manager
thermann@newmarcorp.com

Crystal Manring
Administrative Assistant
cmanring@newmarcorp.com

High Line/Owner Relations

Carl Snyder
High Line/Owner Relations Lead
csnyder@newmarcorp.com

Chassis Support

Chris Friar
Spartan Chassis Specialist
cfriar@spartanmotors.com

Claims/Authorizations

1-866-290-5209

Claims Support

Jordan Fuller
Claims Support Lead
jfuller@newmarcorp.com

	<u>Phone</u>	<u>Fax</u>	
High Line Retail Support	866-463-9627	574-773-2007	
Standard Line Dealer Support	866-290-5371	574-773-2007	
Standard Line Retail Support	800-731-8300	574-773-2007	
Claims/Authorizations Support	866-290-5209	574-773-6588	techsupport@newmarcorp.com customerservice@newmarcorp.com claimsupport@newmarcorp.com

Service Operations Personnel

PARTS DEPARTMENT

Phone: (800) 561-5790

Fax: (574) 773-7798

Linda Lloyd
Administrative Assistant
llloyd@newmarcorp.com

Tom Gearin
Parts Sales Representative Lead
tgearin@newmarcorp.com

Phone (866) 290-3822

Craig Chupp
Parts Sales Representative
cchupp@newmarcorp.com

Phone: (866) 290-3855

Bill Banks
Parts Sales Representative
bbanks@newmarcorp.com

Phone: (866) 290-5208

Christy Quigley
Parts Sales Representative
cbrown@newmarcorp.com

Phone (866) 290-3808

ComNet 2
Susan Farney
ComNet2 Comments & Suggestions
sfarney@newmarcorp.com

72185 COUNTY ROAD 3
P.O. BOX 30
NAPPANEE IN 46550

NEWMAR CORPORATION
WARRANTY DEPARTMENT

800.561.5789
FAX. 574.773.2007

FLAT RATE SCHEDULE CHANGE REQUEST FORM

IF YOU FEEL A RATE CHANGE IS NEEDED, OR AN ITEM NEEDS TO BE ADDED,
PLEASE COMPLETE THE FOLLOWING AND RETURN TO THE NEWMAR DIRECTOR OF WARRANTY.

DEALERSHIP ISSUING REQUEST

DEALER NUMBER _____

DEALER NAME _____

CODE NUMBER _____

CURRENT TIME _____

DESCRIPTION _____

REQUEST TIME CHANGED TO _____

REASON FOR REQUEST _____

ADDITIONAL CODE NEEDED FOR _____

TIME NEEDED _____

REQUESTED BY _____

SAMPLE DEALER REPAIR ORDER

1-Dealer Name &
Address
Dealer #

2-Dealer RO #

3-Year/Model:

4-Production #:

VIN #:

5-Mileage:

6-Date of Purchase:

7-Customer Name:

Customer Address:

8-Customer Phone Number:

9-Date In:

10-Date Out:

11-Date RO Completed:

12-Auth #:

Job # Flat Rate/Fault Description

1 **13-**7051-11 Step Cover Actuator doesn't work
Replaced Step Cover Actuator

Job #	Labor Description	Hours	Rate	Total
1	R/R Step Cover Actuator	14- 1.0	\$100	\$100

Job #	Part # Description	Part Cost	Qty
1	15- N56611 Step Cover Actuator	16- \$157.08	1

17- Part Total:

18-Mark Up Total:

19- Labor Total:

20-RO Total:

Not responsible for lost or damage to vehicle or articles left in vehicle in case of theft or any other cause beyond our control.

I hereby authorize the above repair work to be done along with the necessary materials, permission to operate the vehicle herein described on streets, highways, or elsewhere inspection. An express mechanic's lien is hereby acknowledged on above vehicle.

21-Customer Signature_____Date_____

22-Dealer Signature_____

NEWMAR WARRANTY FOR 2010 PRODUCT

UNIT

WARRANTY

DIESEL PUSHER

DUTCH STAR
VENTANA

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

CLASS A

BAY STAR
CANYON STAR

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

TOWABLES

CYPRESS
TORREY PINE
X - AIRE

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

HIGH LINE UNITS

DUTCH AIRE DIESEL PUSHER
MOUNTAIN AIRE DIESEL PUSHER
ESSEX DIESEL PUSHER
KING AIRE DIESEL PUSHER

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

NEWMAR WARRANTY FOR 2009 PRODUCT

UNIT

WARRANTY

DIESEL PUSHER

DUTCH STAR	12 MONTH / UNLIMITED MILES
VENTANA	12 MONTH / UNLIMITED MILES
GRAND STAR	12 MONTH / UNLIMITED MILES
ALL STAR	12 MONTH / UNLIMITED MILES

CLASS A

GRAND STAR	12 MONTH / UNLIMITED MILES
BAY STAR	12 MONTH / UNLIMITED MILES
CANYON STAR	12 MONTH / UNLIMITED MILES

TOWABLES

KOUNTRY AIRE	12 MONTH / UNLIMITED MILES
CYPRESS	12 MONTH / UNLIMITED MILES
TORREY PINES	12 MONTH / UNLIMITED MILES
X - AIRE	12 MONTH / UNLIMITED MILES

HIGH LINE UNITS

DUTCH AIRE DIESEL PUSHER	12 MONTH / UNLIMITED MILES
MOUNTAIN AIRE DIESEL PUSHER	24 MONTH / UNLIMITED MILES
ESSEX DIESEL PUSHER	24 MONTH / UNLIMITED MILES
KING AIRE DIESEL PUSHER	24 MONTH / UNLIMITED MILES

NEWMAR WARRANTY FOR 2008 PRODUCT

UNIT

WARRANTY

DIESEL PUSHER

DUTCH STAR
KOUNTRY STAR
VENTANA
ALL STAR

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

CLASS A

MOUNTAIN AIRE
KOUNTRY STAR
BAY STAR
CANYON STAR

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

TOWABLES

CYPRESS
TORREY PINES
X - AIRE

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

HIGH LINE UNITS

MOUNTAIN AIRE DIESEL PUSHER
ESSEX DIESEL PUSHER
KING AIRE DIESEL PUSHER
LONDON AIRE DIESEL BUS
KOUNTRY AIRE FIFTH WHEEL

24 MONTH / UNLIMITED MILES
24 MONTH / UNLIMITED MILES
24 MONTH / UNLIMITED MILES
24 MONTH / UNLIMITED MILES
24 MONTH / UNLIMITED MILES

NEWMAR WARRANTY FOR 2007 PRODUCT

UNIT

WARRANTY

DIESEL PUSHER

DUTCH STAR	12 MONTH / UNLIMITED MILES
KOUNTRY STAR	12 MONTH / UNLIMITED MILES
VENTANA	12 MONTH / UNLIMITED MILES
ALL STAR	12 MONTH / UNLIMITED MILES

CLASS A

MOUNTAIN AIRE	12 MONTH / UNLIMITED MILES
KOUNTRY STAR	12 MONTH / UNLIMITED MILES
BAY STAR	12 MONTH / UNLIMITED MILES
CANYON STAR	12 MONTH / UNLIMITED MILES

TOWABLES

CYPRESS	12 MONTH / UNLIMITED MILES
TORREY PINES	12 MONTH / UNLIMITED MILES
X - AIRE	12 MONTH / UNLIMITED MILES

HIGH LINE UNITS

MOUNTAIN AIRE DIESEL PUSHER	24 MONTH / UNLIMITED MILES
ESSEX DIESEL PUSHER	24 MONTH / UNLIMITED MILES
LONDON AIRE DIESEL BUS	24 MONTH / UNLIMITED MILES
KOUNTRY AIRE FIFTH WHEEL	24 MONTH / UNLIMITED MILES

NEWMAR WARRANTY FOR 2006 PRODUCT

UNIT

WARRANTY

DIESEL PUSHER

DUTCH STAR
MOUNTAIN AIRE
KOUNTRY STAR
VENTANA

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

CLASS A

MOUNTAIN AIRE
KOUNTRY STAR
SCOTTSDALE

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

TOWABLES

CYPRESS
TORREY PINES

12 MONTH / UNLIMITED MILES
12 MONTH / UNLIMITED MILES

HIGH LINE UNITS

ESSEX DIESEL PUSHER
KOUNTRY AIRE FIFTH WHEEL

24 MONTH / UNLIMITED MILES
24 MONTH / UNLIMITED MILES

NEWMAR WARRANTY FOR 1999-2005 PRODUCT

UNIT	WARRANTY
ALL CLASS A'S & FIFTH WHEELS*	36 MONTH / 36,000 MILES
*2003 AMERICAN STAR FIFTH WHEEL	12 MONTH / UNLIMITED MILES
*2004-2005 AMERICAN STAR F W	24 MONTH / UNLIMITED MILES
2000-2003 DIESEL PUSHERS	36 MONTH / 36,000 MILES
2004-2005 DIESEL PUSHERS	36 MONTH / 50,000 MILES