

NEWMAR CORPORATION

WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN

Date Issued
03/26/01

Model Year(s) Affected
2000

Model(s) Affected
ALL

TSB #
214

B r a n d			T y p e		
ALL <input checked="" type="radio"/>	American Star <input type="radio"/>	Kountry Star <input type="radio"/>	Dutch Star <input type="radio"/>	All <input checked="" type="radio"/>	T T <input type="radio"/> F W <input type="radio"/>
	Mountain Aire <input type="radio"/>	Kountry Aire <input type="radio"/>	London Aire <input type="radio"/>	C A <input type="radio"/>	D P <input type="radio"/> D B <input type="radio"/>

- ☐ Air Conditioning & Heating
- ☒ Appliances & Accessories
- ☐ Cabinets & Furniture
- ☐ Chassis Components
- ☐ Construction Components

- ☐ Electrical Components
- ☐ Exterior Components
- ☐ Interior Components
- ☐ Plumbing & Bath Components
- ☐ Windows, Awnings, Vents & Doors

Description of Problem

Two way radio communication interference created by Winegard Antenna.

Recommended Solution

Please review the attached bulletin.

March 1, 2001



Newmar Corporation
Attn: Michael O'Connell
355 North Delaware St
Nappanee, IN 46550-0030

NEWMAR CORPORATION
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Dear Michael:

The purpose of this letter is to advise you of a matter that may be of interest to you. This matter relates to certain amplified Winegard Sensar TV antennas. We believe certain of these antennas are inadvertently radiating signals which are contributing to interference with certain two way radio communications. The following paragraphs outline our understanding of the situation and what we are doing about it.

Background

This matter came to our attention initially during 2000 when we received complaints from a two-way radio service company that Winegard TV antennas were interfering with their radio service. We investigated the complaint and a number of subsequent isolated but similar complaints. We also sent technicians to recreational vehicle rallies and campgrounds to help investigate the matter. As a result, we have found certain Winegard antennas to be oscillating and noted to cause interference with two-way radio communications in the 450 MHz range.

The source of the oscillation is the amplifier in the antenna. Our investigation revealed the most likely cause of the oscillation to be a piece of shielded cable connected to the units. This cable is supplied to us by a vendor with a portion of the shield stripped back to allow for attachment of the cable. If too much of the shielding from this cable is removed, the inadequate shielding will allow for coupling to occur between the input to the amplifier and the output of the amplifier. As a result, the amplifier can go into oscillation. The other contributing factor involves the placement of the loading coil. If the

Winegard Company • 3000 Kirkwood Street • Burlington, IA 52601-2000 U.S.A. • 319/754-0600 Fax 319/754-0787

coil becomes bent, it, too, can increase the probability that the amplifier will go into oscillation.

We believe that the amplifiers in question are part of a lot that was manufactured from September of 1999 through July of 2000, when changes were implemented to the coaxial cable and the loading coil. In addition, we have implemented other design changes and revised our quality control checks to help assure the problem does not recur.

We believe that as many as 40,000 units may be susceptible to the problem, although not all of these will manifest unacceptable oscillation. The condition of the amplifier and its location will play a role in determining the likelihood of interference. The likelihood of interference will depend not only on the presence of a defective amplifier, but also on the location of the vehicle with respect to a victim land mobile receiver, the passband of the receiver, and its squelch settings.

Corrective Action

We have implemented the changes noted above and believe the problem is resolved at the factory level. We have and continue to replace free of charge defective Sensor antennas found in the field. Winegard sponsored technicians are visiting larger campgrounds and will visit larger dealers for the purpose of identifying and repairing defective units free of charge to the owner. If necessary, we will make additional or other arrangements for service. In the event you are contacted by any party inquiring about this matter, please refer them to us at Winegard Company, 3000 Kirkwood Street, Burlington, IA 52601; toll free telephone at (800) 856-4350 which is a special customer service number we have initiated just for this matter; or e-mail at csvc@Winegard.com.

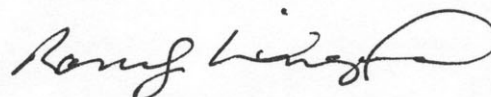
In summary:

1. The antenna models at issue are the amplified Winegard Sensor TV antennas models RV-7004, RV-3090, RV-7090, RV-2001 and GS-2000 only.
2. Winegard is not initiating a product recall in relation to this matter.

3. It appears that certain, but not all amplifiers built into the antenna heads of the models outlined above between September 1999 and July 2000 are defective in that they may interfere with certain two-way radio communications. Furthermore, it appears that only certain but not all defective amplifiers are interfering with certain two-way radio communications.
4. Each antenna is date stamped on the bottom of the antenna head.
5. The antenna user will not know if their antenna is interfering, special equipment is required to make that determination.
6. The antenna is not otherwise harmful.
7. An interfering antenna will immediately stop interfering when the amplifier is turned off using the switch on the antenna power supply.
8. Any antenna user receiving complaints that their antenna is interfering with radio transmissions should turn off the amplifier as described above and contact Winegard as soon as possible. Winegard will arrange for testing and repair if needed.
9. Any antenna user wishing to discuss this matter for any reason should contact Winegard.

The quality and performance of the Winegard Sensar antennas has been unparalleled in the industry. Unfortunately, we are experiencing a problem with some units in the field. Winegard is a responsible corporate citizen and takes these matters very seriously, we intend to assure our products perform properly. We have been and continue to actively investigate and evaluate these and any other matters concerning our products. We appreciate the opportunity to serve our customers now and in the future and look forward to your continuing loyalty. Please contact us if you would like to further discuss any matters.

Sincerely,



Randy Winegard, President