

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN																			
DATE ISSUED		MODEL YEAR(S) AFFECTED		MODEL(S) AFFECTED		TSB #													
March 23, 2004		1998 – Present		All Motorized		246													
BRAND						TYPE													
All	<input type="checkbox"/>	American Star	<input type="checkbox"/>	Mountain Aire	<input checked="" type="checkbox"/>	All	<input type="checkbox"/>	T T	<input type="checkbox"/>										
		Dutch Star	<input checked="" type="checkbox"/>	Kountry Aire	<input checked="" type="checkbox"/>	F W	<input type="checkbox"/>	C A	<input checked="" type="checkbox"/>										
		Kountry Star	<input checked="" type="checkbox"/>	Essex	<input checked="" type="checkbox"/>	D P	<input checked="" type="checkbox"/>	D B	<input type="checkbox"/>										
Scottsdale	<input checked="" type="checkbox"/>	Northern Star	<input checked="" type="checkbox"/>	London Aire	<input checked="" type="checkbox"/>														
<table border="0"><tr><td><input type="checkbox"/> Air Conditioning & Heating</td><td><input type="checkbox"/> Electrical Components</td></tr><tr><td><input type="checkbox"/> Appliances & Accessories</td><td><input checked="" type="checkbox"/> Exterior Components</td></tr><tr><td><input type="checkbox"/> Cabinets & Furniture</td><td><input type="checkbox"/> Interior Components</td></tr><tr><td><input type="checkbox"/> Chassis Components</td><td><input type="checkbox"/> Plumbing & Bath Components</td></tr><tr><td><input type="checkbox"/> Construction Components</td><td><input type="checkbox"/> Windows, Awnings, Vents, & Doors</td></tr></table>										<input type="checkbox"/> Air Conditioning & Heating	<input type="checkbox"/> Electrical Components	<input type="checkbox"/> Appliances & Accessories	<input checked="" type="checkbox"/> Exterior Components	<input type="checkbox"/> Cabinets & Furniture	<input type="checkbox"/> Interior Components	<input type="checkbox"/> Chassis Components	<input type="checkbox"/> Plumbing & Bath Components	<input type="checkbox"/> Construction Components	<input type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM																			
Moisture in headlamp assemblies on units equipped with “composite” headlamps.																			
RECOMMENDED SOLUTION																			
See attached Technical Service Information provided by the headlamp manufacturer. Evaluate the condition of the headlamps per the guidelines and repair as directed. Contact your Newmar Warranty / Technical Service Representative if you have questions.																			

SERVICE**BULLETIN**

HEADLAMPS CONDENSATION AND REPLACEMENT GUIDELINES

Draft K2-02104-1

To: RV's Dealers network.

This Bulletin provides information that will define the causes of condensation in composite headlamps and includes guidelines for determining the difference between a headlamp with normal atmospheric condition (condensation) and a headlamp with a water leak.

Every new RV is equipped with composite headlamps that are not sealed and their designs feature a replaceable Halogen capsule type bulb assembly and a vent system. As these headlamps are not sealed, they may exhibit, due to **condensation**, a fine mist or white fog to small droplets of water on the inside of the lamp lens or chrome reflector surfaces.

Condensation occurs when the air inside the lamp assembly, through atmospheric changes, reaches the "dew point". When this takes place, the moisture in the air within the lamp assembly condenses, creating a fine mist or white fog on the inside surface of the lamp lens or chrome reflector surfaces.

Composite headlamps are designed to remove any accumulated moisture vapor by expelling it through a vent system. The vent system operates at all times; however, it is most effective when the lamps are "ON" and when the vehicle is in motion.

Depending on the size, shape and location of the lamp on the RV, and the atmospheric conditions occurring, the amount of time to clear the lamp may vary from 2 to 6 hours.

If a customer presents a Headlamp Water Leak Claim, please proceed as follows:

1. Try to identify which of the following descriptions most closely fits the customer's lamp condition.
 - a. A fine mist or white fog to droplets on the inside surface of the lamp *occur after* a period of high humidity.
 - b. A comparison of the equivalent lamp on the opposing side of the vehicle indicates a **SIMILAR** appearance or condition.
 - c. The headlamp lenses cleared of moisture after the vehicle is driven with lights ON? .
 - d. A comparison with the equivalent lamp on the opposing side of the vehicle indicates a different appearance or condition.
 - e. Is an accumulation of water in the bottom of the headlamp assembly after the vehicle has been exposed to rain or car washing environment.
 - f. The headlamp lenses are not cleared of moisture after the vehicle is driven with lights ON? .

2. If you think that the customer's lamp condition fits the # **a, b** or **c** descriptions above listed, please advise the customer that replacement of the lamp assembly might not correct the condition.
3. If you think that the customer's lamp condition fits the # **d, e** or **f** descriptions above listed, the headlamp assembly might have a water leak problem.
4. Proceed to remove the headlamp assembly. If you think both headlamps need to be replaced, please proceed to remove one lamp at the time so you can confirm there is a water leak problem.

- a. Remove the light bulbs (allow them to cool down)
- b. Add tap water to the lamp (up to the seal level)
- c. Verify that water leak is due to a headlamp construction seal problem.
- d. Water leaks due to road damages (cracks) or lens degradation due to chemical usage (spider cracks) are not warrantable conditions.

NOTICE! Headlamp seals should not be directly sprayed with high pressure (home or industrial) wash systems.

5. Once that it was verified that there is a warrantable headlamp water leak case, proceed to replace the headlamp using a KAPER II product only.
6. Please return (freight pre paid) the faulty headlamp for warranty evaluation, using the new headlamp package.
7. Fill out a warranty claim form providing the following information:
 - a. **Customer name:**
 - b. **Vehicle Brand and Model**
 - c. **Vehicle VIN #**
 - d. **Vehicle sold date Dealers name**
 - e. **Service contact name**
 - f. **Please inform if you did headlamp assembly water leak test**

Any questions or comments may be directed to Kaper II, Inc. at 1-800-336-2011.
Related Publications: General Motors TSB 01-08-42-001