

# NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN																			
DATE ISSUED		MODEL YEAR(S) AFFECTED		MODEL(S) AFFECTED		TSB #													
March 31, 2004		1999 – 2004		DP as noted below		247													
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 type="checkbox"/>	F W	<input type="checkbox"/>	C A	<input type="checkbox"/>										
		Kountry Star	<input checked="" type="checkbox"/>	Essex	<input type="checkbox"/>	D P	<input checked="" type="checkbox"/>	D B	<input type="checkbox"/>										
Scottsdale	<input type="checkbox"/>	Northern Star	<input checked="" type="checkbox"/>	London Aire	<input type="checkbox"/>														
<table border="0"><tr><td><input type="checkbox"/> Air Conditioning &amp; Heating</td><td><input type="checkbox"/> Electrical Components</td></tr><tr><td><input type="checkbox"/> Appliances &amp; Accessories</td><td><input type="checkbox"/> Exterior Components</td></tr><tr><td><input type="checkbox"/> Cabinets &amp; Furniture</td><td><input type="checkbox"/> Interior Components</td></tr><tr><td><input type="checkbox"/> Chassis Components</td><td><input type="checkbox"/> Plumbing &amp; Bath Components</td></tr><tr><td><input checked="" type="checkbox"/> Construction Components</td><td><input type="checkbox"/> Windows, Awnings, Vents, &amp; Doors</td></tr></table>										<input type="checkbox"/> Air Conditioning & Heating	<input type="checkbox"/> Electrical Components	<input type="checkbox"/> Appliances & Accessories	<input 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 checked="" type="checkbox"/> Construction Components	<input type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM																			
At full extension, the power step cover at the entrance door sags under a load.																			
RECOMMENDED SOLUTION																			
<p>See attached Technical Service Information and illustrations for diagnostic and repair procedures for this condition. Contact your Newmar Warranty / Technical Service Representative if you have questions.</p> <p><b>The labor time for this repair is .3.</b></p> <p><b>The Flat Rate Labor Code is 25 45 43 02.</b></p> <p>Please mark your claim accordingly.</p>																			

# Technical Service Information

**Issue:** When raised to full extension, power step well cover sags under a load.

**Units Affected:** All 1999 – 2004 DP models with power folding steps

**Cause:** Limited “Ram” extension. When extending, the ram shaft pushes an arm on the shaft that rotates to lift the steps into place as a platform. If the ram stops short of the point where the “stop” piece that rotates with the shaft presses against the base of the assembly, the rotating shaft will not have adequate support. This causes the rotating shaft to bend under weight. The flex in the shaft allows the step well cover to sag when weight is placed on it.

**Cure:** Shim the mechanism to provide support at full extension.

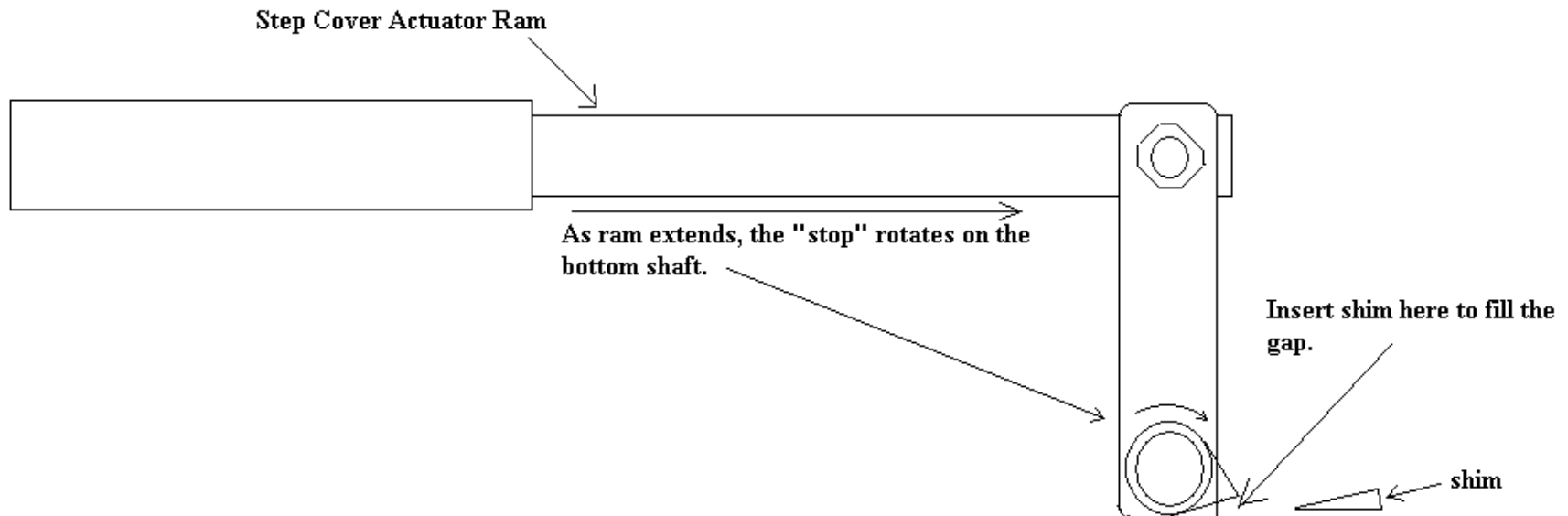
## **Procedure:**

- 1) Raise the steps to full extension. Inspect the rotating “stop” piece as noted in the attached photo to see if it is physically touching the base of the mechanism. If it is, there is no repair required.
- 2) If there is a gap, determine the size of shim to be installed (usually a 1/8<sup>th</sup> or 1/16<sup>th</sup> inch shim), and fabricate one to fit.
- 3) Retract the step cover approximately an inch to allow insertion of the shim. Once in place, extend the step cover to full extension to be sure the rotating “stop” is resting firmly on the shim. This supplies physical support for the rotating “stop” piece on the shaft when the ram is at full extension, eliminating the sag and helping the rotating shaft maintain it's position and torque load.

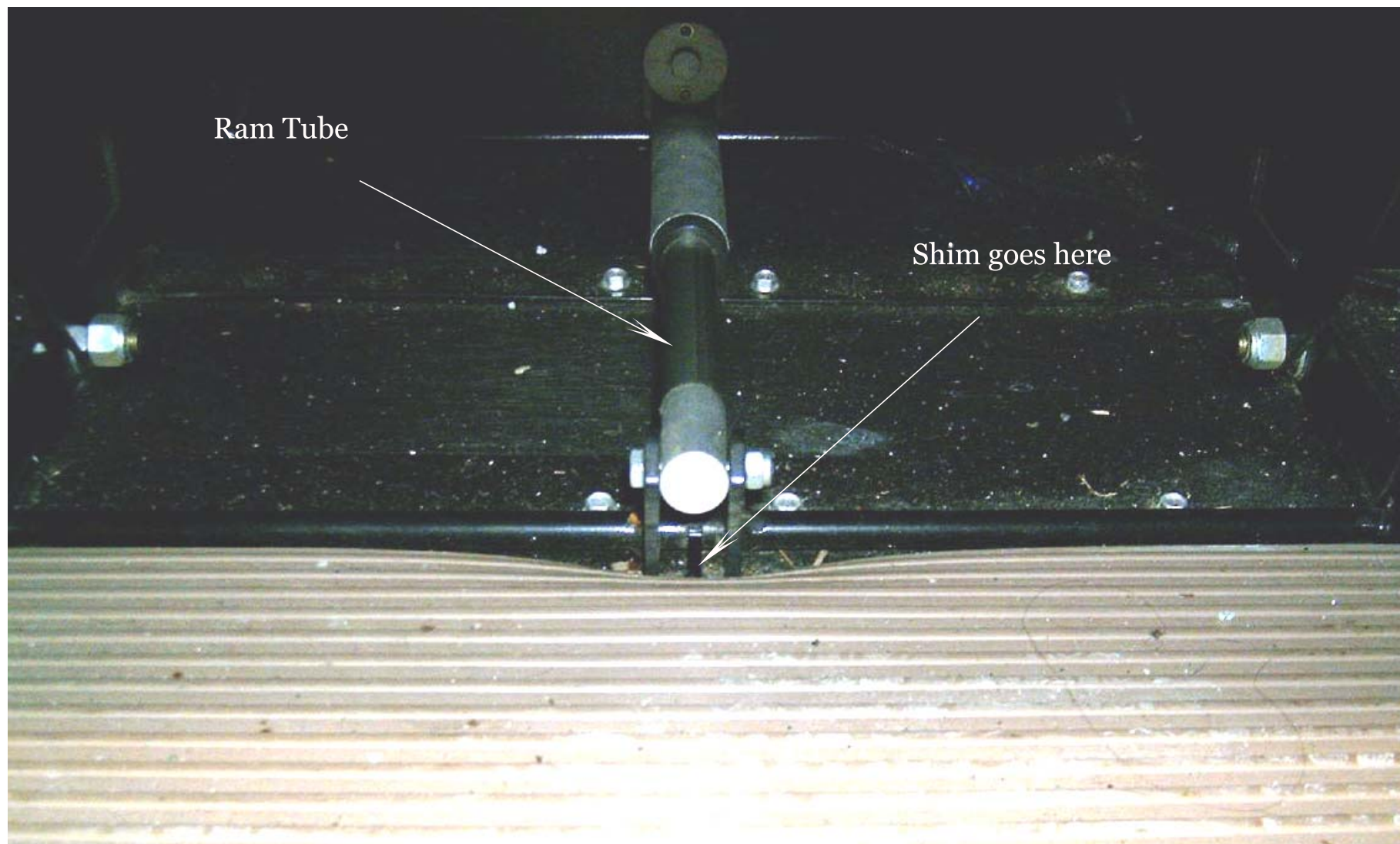
**Time Allowance:** .3 labor

**Labor Code:** 25 45 43 02

## Power Step Cover TSB Illustration



At full ram extension, the "Stop" must be in physical contact with the base of the step cover assembly. If it is not, shim the opening so there is a hard rest for the "stop" to press against.



Ram Tube

Shim goes here