

# NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN																		
DATE ISSUED	MODEL YEAR(S) AFFECTED		MODEL(S) AFFECTED		TSB #													
9/15/08	2009		MADP / EXDP / KGDB		353													
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"/>										
Cypress	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	Kountry Aire	<input type="checkbox"/>	F W	<input type="checkbox"/>	C A <input type="checkbox"/>										
Northern Star	<input type="checkbox"/>	Kountry Star	<input type="checkbox"/>	Essex	<input checked="" type="checkbox"/>	D P	<input checked="" type="checkbox"/>	D B <input checked="" type="checkbox"/>										
Scottsdale	<input type="checkbox"/>	King Aire	<input checked="" type="checkbox"/>	London Aire	<input type="checkbox"/>													
All Star ME	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Bay Star	<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 checked="" 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 checked="" type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM																		
<p>Potential accumulation of water in driver's side front power window channel. Accumulating water in this area can spread to insulation, interior wall panels, floor, and carpeting, presenting the possibility of water damage to those components, and a buildup of mold and mildew.</p>																		
RECOMMENDED SOLUTION																		
<p>Newmar Corporation has issued the attached repair procedure to allow for drainage of water that may migrate to the window well area of the driver's side power window. Please read the attached procedure in its entirety before beginning any diagnosis or repairs.</p> <p>Please contact Newmar Corporation for authorization if you determine the unit requires repair, or if you should have any questions regarding this procedure. After completion of the authorized repair, file your claim through Newmar Warranty using the following labor time and code.</p> <p style="text-align: center;"><b>Labor Time: .3 (labor to inspect)</b> <b>Labor Time: .2 (additional time to drill hole if it is not there)</b> <b>Labor Operation Code: TSB 353</b></p>																		

If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.



# Newmar Corporation

TSB# 353

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## Technical Service Bulletin

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**Subject:** Potential lack of drainage in drivers side power window frame.

**Affected Units:** Certain 2009 MADP, EXDP, and KGDB units built between 11/5/07 and 7/21/08 with the standard drivers side front power window.

**Condition:** Lack of drain hole may cause water entering the window to accumulate and enter the cockpit area, potentially causing water damage to the floor, floor coverings, and surrounding wall panels.

**PLEASE READ THE ENTIRE PROCEDURE BEFORE PROCEEDING WITH DIAGNOSIS AND REPAIRS. PLEASE CONTACT NEWMAR TECHNICAL SERVICE IF THERE ARE ANY QUESTIONS OR CONCERNS REGARDING THIS PROCEDURE.**

**Description:** All 2009 **Mountain Aire Diesel Pusher, Essex Diesel Pusher, and King Aire Diesel Bus** units are equipped with a driver's side power window. This power window assembly sits in a plastic tub that collects water and funnels it to a drain that feeds out to the driver's side front wheel well area. The window frame is drilled at the Newmar factory at the bottom to allow water direct access to the drain in the tub. On some Mountain Aire, Essex, and King Aire units, the hole in the window frame may inadvertently not have been drilled, covering the drain hole in the tub and greatly reducing the ability of the system to drain water.

**Diagnosis Inspection:** You will need to access the window tub & frame assembly for physical inspection. Begin by removing the driver's side armrest (figure 1). This will allow you to see down inside the window frame and tub to see if the hole is there. The armrest assembly is held in place around it's perimeter with screws. Note that there may be two different types of screws; decorative screws with a Torx fitting hold the armrest in place, while the Hadley Air Leveling pad and the Exterior Rear View Mirror pads are held in place by conventional square drive screws.

Depending on the unit you are working on, there are a variety of trim pieces and fasteners to remove to gain access. You may also have to remove the Hadley



Figure 1: Drivers Side Armrest

Air Leveling System touch pad, and the Exterior Rear View Mirror control panel to remove the armrest.

Once the armrest has been removed, reach down into the driver's side armrest console and press back the clear poly liner sheet to see into the bottom of the window frame / tub area. The drain for the window is located toward the front of the unit, just a few inches back from the front edge of the window frame. Figure 2 illustrates how the window assembly looks inside the wall. The window frame is seen sitting in the plastic tub, where the water is collected.



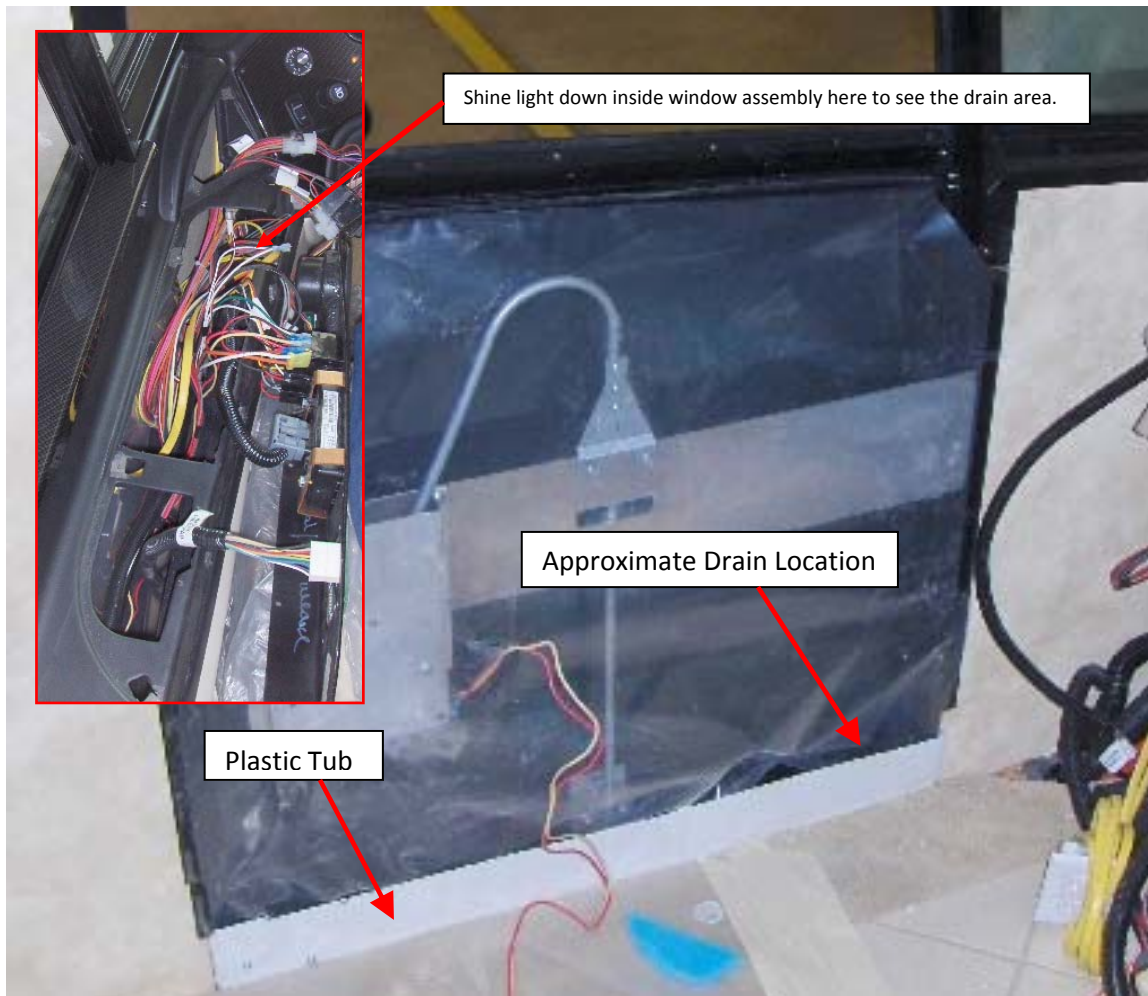


Figure 2: Drivers Power Window Assembly

This illustration shows the window frame assembly sitting in the plastic tub. The drain is located toward the front of the window frame assembly (see figure 3). Shine a flashlight down into the opening to see if the drain hole has been drilled. **If there is no drain hole in the black metal window frame, one will need to be added.**



Figure 3: Drain Hole



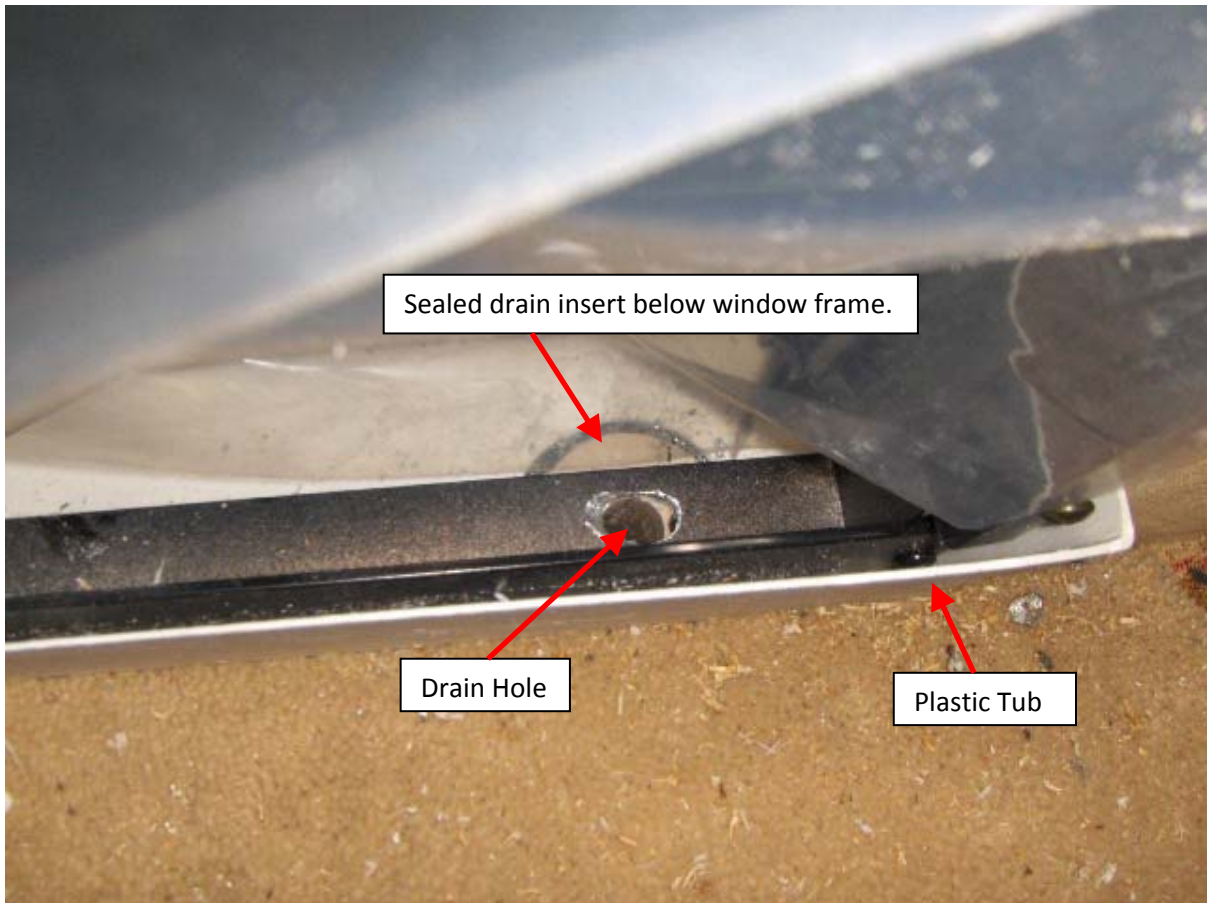


Figure 4: Drain Hole Detail

Figure 4 shows detail of where and how the drain hole is positioned. The plastic tub has a drain insert installed that runs through the floor structure to the front wheel well area. This is a sealed insert to channel the water out of the plastic tub without seepage onto the floor. If there is a drain hole drilled in the black metal frame, inspect it to be sure it is clear of any debris and re-install the driver's side armrest. No further action is required.

If no drain hole is located in the black metal frame here, visually locate the insert in the plastic tub below the window frame (see figure 4), and drill a 1/8" pilot hole visually centered over the insert. Once the pilot hole has been drilled, drill it out

to size using a 7/16" drill bit. Clear the hole of any debris or shavings that might plug it, or in any way restrict the flow of the drain.

**WARNING:** It is critical to make sure when drilling the drain hole that it be as centered as possible, and as straight vertically as possible. Great care must be taken not to fracture or otherwise damage the plastic drain insert in the plastic tub; replacement would require removal of the window frame assembly to replace the drain tube. It may be helpful to drill a pilot hole or make a drill guide out of wood to aid in proper positioning of the drill bit prior to drilling the actual drain hole.

**IMPORTANT:** It is critical to be careful not to damage any wiring while removing the armrest, drilling the hole, or reassembling the armrest. Be certain all connections are made on the driver's side armrest prior to screwing it back into place.

Be certain the clear poly inside sheet for the window frame is tucked inside the plastic tub & window frame assembly before re-installing the driver's side arm rest and console assembly.

Test all switches and components on the driver's side arm rest and console for proper operation. Secure trim pieces back into place.

**Diagnostic Test 2:** R&R Driver's side armrest and inspect for drain hole.

**Flat Rate Time:** .3 labor.

**Labor Code:** TSB 353

**Additional time to drill hole:** .2 labor.

**Labor Code:** TSB 353