

Newmar Corporation Warranty Department

Technical Service Bulletin

Date Issued	Model Year(s) Affected		Model(s) Affected		TSB #	
03/17/2010	ALL		ALL		368	
Brand					Type	
All	<input checked="" type="checkbox"/>	American Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	All <input checked="" type="checkbox"/> TT <input type="checkbox"/>
Cypress	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	Kountry Aire	<input type="checkbox"/>	FW <input type="checkbox"/> CA <input type="checkbox"/>
Northern Star	<input type="checkbox"/>	Kountry Star	<input type="checkbox"/>	Essex	<input type="checkbox"/>	DP <input type="checkbox"/> DB <input type="checkbox"/>
Scottsdale	<input type="checkbox"/>	King Aire	<input type="checkbox"/>	London Aire	<input type="checkbox"/>	
All Star ME	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Bay Star	<input type="checkbox"/>	

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|---|---|
| <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 type="checkbox"/> Construction Components | <input type="checkbox"/> Windows, Awnings, Vents, & Doors |

Description of Problem

When proper care and washing instructions are not followed, damage to the clear coat finish on the Newmar product can happen.

Recommended Solution

Please follow these "Washing Instructions" for all Newmar Product.

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WASHING INSTRUCTIONS

Note:

The clearcoat used on Newmar RV's no matter what the application (Standard Clear , Super Clear or Cut / Buff Finish), is similar technology of that used by car manufacturers and are taken thru our state of the art bake booths to cure the clearcoat. The same care and maintenance needs to be used on a full painted RV as you would an automobile. Failure to follow these steps could result in damage to your finish and may void Warranty.

1. Make sure RV's surface temperature is not hot, under 90degrees F., and not in direct sunlight.
2. Use separate sponges / mitts for washing wheels and undercarriage than used on painted surface.
3. **ABSOLUTELY NO BRUSHES SHOULD BE USED ON PAINTED SURFACE. USE OF THESE ON YOUR RV'S PAINT WILL CAUSE DAMAGE TO THE FINISH.**
4. Rinse by Power Washing the entire coach to remove all loose dirt and grime. Never hold a pressure washer up close to the surface. Use a fan type spray nozzle with at least a 5 degree or better tip on the gun. Make sure the water coming out of the gun has a fan to it and not just one straight stream.
5. We recommend baby shampoo as it will not leave a film on the coach like some products by using 1 oz. per 5 gal. bucket of water. *** We recommend adding ½ cup of **food grade vinegar**, as it will not only boost the cleaning ability of any cleaner, but will also help soften the water to help minimize water spots. Most car stores offer mild car wash shampoos that are safe for clear coat finishes such as Napa's "Mac's Car Wash" soap # 2616. *** **Do not use dish soap or detergents with degreasing agents or industrial cleaners as they can cause damage to the finish.** Combination wash / wax products can also cause film build up on the finish.
6. Use 100% cotton or Lambswool pads or wash mitts when washing over any clearcoat finished product. See attached Lambswool pad from www.goclean.com (part # 5090).
7. Use totally saturated lambs wool wash pad starting at the top working down, frequently rinsing as to not let soap dry on unit.
8. After rinsing, it is important to dry off unit before water dries as to prevent water spots by blowing off or by using attached picture of EZE Squeegee (see attached picture from www.goclean.com). part # 5030 or a 100% cotton terry cloth towel. **You can also use fresh Micro fiber towels for drying, but use extreme caution since they are partially made from polyester (which is plastic) that can break down from using and washing, and eventually may cause damage to finish.** You can also use a chamois, but it must be made from real leather, or they are made with 100% polyester and can eventually break down and scratch the surface.

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Process to Remove Scratches in clearcoat rev. 3/12/2010

(For all clearcoat finishes, includes cut & buff)

Process Steps:

Tip: Try experimenting on a small area the following **after unit is cleaned:**

- If the scratches are very minor, you may be able to skip steps 2 – 3 and go to step 4 followed by step 5.
- If scratches are not taken out starting with step 4, start with step 3 and finish with steps 4 and 5.
- If scratches are not taken out starting with step 3, start with step 2 followed by steps 3, 4 and 5.
- If scratches are extremely deep, start by sanding (cutting) with 1500 grit on a dual action sander followed by steps 2 – 5.

1. Make sure unit is clean (free of dirt and debris).
2. Use wool 3M pad #05719 with 3M compound #06086 between 1400 and 1800 RPM's keeping orbital buffer flat to surface.
3. Use white foam 3M pad #05737 with 3M compound #06086 between 1400 and 1800 RPM's keeping orbital buffer flat to surface.
4. Use 3M polish pad #05735 with 3M polish #05996 between 1400 and 1800 RPM's keeping orbital buffer flat to surface starting with medium pressure on first north/south pass ending with lighter pressure on final east/west and north/south passes.
5. Apply 3M scotchguard breathable wax #09062.

***Use of an orbital buffer or dual action sander should only be used by properly trained personnel. If not properly used, may cause damage to finish resulting in paint repair.

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<u>Tool/Soft wash kit items</u>	<u>Item #</u>	<u>Newmar #</u>
Lambswool wash & pad holder.....	5090	
EZE squeegee	5030	
Terry towels	2030	
Baby diaper polishing cloths	2060	
Advantage cleaner 24oz	1015	

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

General Information

Vehicles delivered from an Original Equipment Manufacturer may have been exposed to moisture and various road contaminants during transportation, particularly during winter months when chemicals are used to de-ice road surfaces. These chemicals can promote corrosion of many vehicle components.

To help guard against corrosion, upon delivery at the dealership, use mild soap and hot water (preferably with a pressure washer) to thoroughly wash all areas of the vehicle that have come in contact with these contaminants. This cleaning procedure will reduce damage caused by de-icing chemicals, and can help to avoid costly replacement of corroded components, thus reducing customer downtime.

CAUTION

While cleaning areas containing electrical components and connections, care must be taken to protect these items to prevent water intrusion. If a pressure washer is used to clean these areas, the lowest possible pressure should be used.

With extensive road salt and grime accumulation, you may use the following procedure:

1. Rinse the unit, preferably with a pressure washer using hot water.

CAUTION

To avoid scratching the paint, do not use a brush, and do not use a rag until the vehicle has been thoroughly rinsed.

2. Mix 1 cup of Ammonia, 1/4 cup of a mild soap, and approximately 2.5 gallons of water. Add this mixture to the pressure washer's soap/cleaner compartment.
3. Pressure-wash with hot water and rinse with hot water.

NOTE: If a pressure washer is not available, wash the vehicle with the same solution and a sponge.

Warranty

This is an informational bulletin only. Warranty does not apply.