

# NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN						
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #			
9/29/94	1993-1995	ALL	103			
BRAND		TYPE				
All <input checked="" type="checkbox"/>	American Star <input type="checkbox"/>	Kountry Star <input type="checkbox"/>	Dutch Star <input type="checkbox"/>	All <input type="checkbox"/>	T T <input type="checkbox"/>	F W <input type="checkbox"/>
NewAire <input type="checkbox"/>	Mountain Aire <input type="checkbox"/>	Kountry Aire <input type="checkbox"/>	London Aire <input type="checkbox"/>	C A <input checked="" type="checkbox"/>	D P <input checked="" type="checkbox"/>	D B <input type="checkbox"/>
<input checked="" 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						
<p>We have a lot of calls on dash a/c problems and name of dash air mfg. that we use. Newmar uses ACME dash air and the warranty must be covered through them.</p>						
RECOMMENDED SOLUTION						
<p>Newmar will no longer be able to cover any dash air conditioning problems. If you have a problem or if your customer has a problem they must call ACME direct before any work is done. Their telephone number is 800-552-2263. Attached you will find a copy of their warranty and their flat rate. If you have any questions, please contact a Newmar service representative</p>						

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

# NEWMAR CORPORATION WARRANTY DEPARTMENT



RADIATOR & AIR CONDITIONING, INC.

P.O. Box 150  
GOSHEN, IN 46526  
219/534-1516

Dear Customer:

In an effort to maintain a quality warranty program that runs smoothly, efficiently and that is fair for everyone involved, the following Acme Warranty Procedure should be used.

- 1) All claims must be authorized by Acme before the work is performed.  
(Toll Free) 1-800-552-ACME.
- 2) An authorization number for repairs will be assigned to each warranty claim.
- 3) Acme will furnish (when possible) all parts for warranty work. All defective parts are to be returned to us for evaluation.
- 4) All warranty claims must contain the following:
  - A) Acme authorization number
  - B) The chassis V.I.N. number
  - C) The date unit was retail sold
  - D) Mileage at the time of repair
  - E) Detailed description of repair operation

Pre-authorization will insure prompt payment.

There are several reasons for reviewing this procedure. We feel Acme's early involvement in a problem will result in less time spent by your dealer diagnosing and resolving a problem, saving us all time, money, and inconvenience to the most important person involved, the retail customer.

We have spent a considerable amount of time preparing the enclosed warranty flat rate schedule to be sure of fairness to the dealer. These flat rates were arrived at by comparing General Motors, Ford and Chrysler factory to dealer rates. In most all cases the Acme flat rate either matches or exceeds the factory allowed time for each operation.

This procedure may be run through you (the manufacturers) or on a direct basis with your dealer or retail customer; whichever works best for you. We also ask that warranties not be deducted from your remittance until you have received our credit memo, which will be processed within ten days of receipt.

Acme Radiator & Air Conditioning, Inc. (Acme) warrants each new product by Acme and sold to the original retail purchaser to be free from defects in material and workmanship under normal use and service. This warranty shall not apply to malfunctions or failures due to improper servicing and/or maintenance.

Air Conditioning Systems .....	*24 Months/24,000 Miles
First 12 Months/12,000 Miles .....	Parts and Labor
Second 12 Months/12,000 Miles .....	Parts Only

\*Commercial, lease, or rental units ..... 12 Months, 12,000 miles.

Excellence is our goal in product and service. Your assistance with this procedure will help us reach that goal for you.

Revision 10/25/89 WL1



MANUFACTURERS OF QUALITY AUTOMOTIVE PRODUCTS

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## Acme Flat Rate Warranty Schedule

All flat rate time is based on remove and replace (R&R) unless otherwise stated. All defective parts must be returned, with labor bill, before warranty claim will be considered.

If it is necessary to evacuate and charge A/C system to leak check or otherwise test unit, a time of .5 hours should be added to regular labor hours total. For multiple repairs on a vehicle, the time is to be entered only once.

Drain hose problems on overhead rear air will not be covered under warranty (running uphill, kinked, bent, no clamps, or in any way not draining).

Diagnostic Time .....	.3	hour
Evacuate + charge, and leak check .....	1.0	hour
Leak check .....	.3	hour
Flush system .....	.5	hour
R&R shroud for access on rear overhead units .....	.3	hour
R&R seat for access on rear undersofa units .....	.3	hour
R&R cover for access on rear wall mount units .....	.2	hour

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Operation Description	Labor Time (hours)									
	Dash A/C	O/H A/C	O/H H/C	W/M A/C	W/M H/C	U/S A/C	U/S H/C	U/S Heat	Class "A"	
A/C fitting	.3	.3	.3	.3	.3	.3	.3	-	.3	
A/C hose	.5	.7	.7	.7	.7	.7	.7	-	.5	
A/C hose (repair)	.3	.3	.3	.3	.3	.3	.3	-	.3	
Belt	.3	-	-	-	-	-	-	-	.3	
Blower motor, blower assembly	.8	-	-	1.5	1.5	-	-	-	.8	
Bowden cable, micro switch	.4	-	-	-	-	-	-	-	.4	
Bowden cable, micro switch (adj)	.2	-	-	-	-	-	-	-	.2	
Clutch assembly	.7	-	-	-	-	-	-	-	.7	
Compressor	1.0	-	-	-	-	-	-	-	1.0	
Condenser	1.0	-	-	-	-	-	-	-	1.0	
Pulley	.3	-	-	-	-	-	-	-	.3	
Drain hose (repair)	.3	.2	.2	.2	.2	.2	.2	-	.3	
Duct hose	.3	-	-	-	-	.3	.3	.3	.3	
Louver	.2	.1	.1	.1	.1	.2	.2	.2	.2	
Evaporator assembly/coil	2.0	.8	1.0	2.1	2.3	.8	1.0	.8	2.0	
Expansion valve	.3	.3	.3	.3	.3	.3	.3	.7	.3	
Heater hose	.5	-	.7	-	.7	-	.7	.7	.5	
Heater hose (repair)	.3	-	.3	-	.3	-	.3	.3	.3	
Idle pulley	.3	-	-	-	-	-	-	-	.3	
Misc. fasteners nuts & bolts	.3	-	-	-	-	-	-	-	.3	
O-ring (repair)	.2	.2	.2	.2	.2	.2	.2	-	.2	
Receiver drier	.3	-	-	-	-	-	-	-	.3	
Resister	-	-	-	-	-	-	-	.2	.2	
Switch	.3	.3	.3	.3	.3	.3	.3	.3	.3	
Thermostat, relay	.4	-	-	-	-	-	-	-	.4	
Vacuum harness	.7	-	-	-	-	-	-	-	.7	
Vacuum harness (repair)	.3	-	-	-	-	-	-	-	.3	
Vacuum harness motor	.5	-	-	-	-	-	-	-	.5	
Water valve	.3	-	.3	-	.3	-	.3	-	.3	
Wirina harness	.4	-	-	-	-	-	-	-	.4	

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