

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN						
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #			
12/21/99	2000	DP Spartan	185			
BRAND		TYPE				
All <input type="checkbox"/>	American Star <input type="checkbox"/>	Kountry Star <input checked="" type="checkbox"/>	Dutch Star <input checked="" type="checkbox"/>	All <input type="checkbox"/>	T T <input type="checkbox"/>	F W <input type="checkbox"/>
NewAire <input type="checkbox"/>	Mountain Aire <input checked="" type="checkbox"/>	Kountry Aire <input type="checkbox"/>	London Aire <input checked="" type="checkbox"/>	C A <input type="checkbox"/>	D P <input checked="" type="checkbox"/>	D B <input type="checkbox"/>
<input type="checkbox"/> Air Conditioning & Heating				<input checked="" 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						
Spartan Chassis and Stewart Warner LCD Odometer failures.						
RECOMMENDED SOLUTION						
See the attached Spartan Motors TSB#99 04 04.						

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TSB99 04 04

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TECHNICAL SERVICE BULLETIN

SUBJECT:

Stewart Warner LCD (Liquid Crystal Display) Odometer Failures

APPLIES TO:

All Buses and Motor Homes Equipped with LCD Speedometers Manufactured by Stewart Warner

CONDITION:

Odometer readout may display garbled data, grossly incorrect mileage, be reset to zero miles, or have no reading.

CAUSE:

Odometer Susceptible to Externally Generated Electrical Noise

CORRECTION:

Install Upgraded Speedometer Assembly

SERVICE PROCEDURE:

Remove and replace speedometer.

Service performed under this TSB is limited to a maximum of one hour unless prior authorization is received from Spartan Motors Customer Service.

SPECIAL TOOLS/EQUIPMENT REQUIRED:

- Computer equipped with 'Insite Pro' software (ver 5.0 or higher)
- Standard shop tools

PART LIST:

SPEEDOMETERS MUST BE A DIRECT REPLACEMENT. IT IS NOT POSSIBLE TO CHANGE AN ODOMETER WITHOUT THE TRIP FUNCTION FOR AN ODOMETER WITH THE TRIP FUNCTION OR VISA VERSA.

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	0920-NN1-031	Speedometer w/trip odometer (SW# 484E2)
OR		
<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	0920-NN1-032	Speedometer w/o trip odometer (SW# 484B2)

Technical bulletins are intended for use by professional technicians only. They are written to inform these technicians of a condition that may occur on a vehicle, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and training to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition.

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Step by step instructions: Please read the entire bulletin prior to performing any work.

Obtain/Record Actual Mileage

1. Using 'Insite Pro', properly connect to the engine ECM.
2. Under the "View" menu select "Trip Information, System Total".
3. Observe the "Total ECM Distance" and the "Total Engine Distance".
4. If the mileage for the ECM and the engine match, proceed to step #5. If they do not match, contact Spartan Customer Service:

Chris Grendys

(800) 289-8787 ext. 3692 (voice)

(219) 773-5761 (fax)

5. Print out the "Total Engine Distance" and retain for faxing.

Note: At this time, the vehicle must be contained to prevent additional mileage being added to the vehicle. Moving the vehicle within the service facility yard is acceptable, provided that no more than one additional mile is added to the current mileage.

Remove Existing Speedometer

6. Ensure the ignition is in the "OFF" position and wheels are chocked.
7. Ensure the marker lamps and headlamps are "OFF".
8. Remove the attachment hardware for the dash panel / instrument panel to gain access to the speedometer.

Note: Specifics of this step may be different based on the various body builder designs. If additional information is required, please contact Spartan Motors Customer Service Assistance Center at 1-800-543-4277.

9. Remove the speedometer by disconnecting the electrical connector at the speedometer, and removing the hold down bracket. Retain speedometer for return and the bracket for reinstallation.

Note: Retain speedometer to return with the Warranty Authorization Form. Retain bracket for reinstallation.

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Request Replacement Speedometer

10. Refer to page #4 of this bulletin, which is the "Odometer Replacement Record" form.
11. Complete the "Odometer Replacement Record" form.
12. Fax the "Odometer Replacement Record" form AND the printed "Total Engine Distance" information sheet from step #5 to: (219) 773-5761
Chris Grendys
Spartan Motors Customer Service

Note: When the request is processed, a new speedometer (pre-programmed with the correct mileage) will be sent 'UPS Red' to the requester. To verify processing and shipment information, the requester may be contacted.

The new speedometer will be shipped with a Warranty Authorization (WA) form, which must be completed and shipped with the faulty speedometer.

Install Replacement Speedometer

13. Ensure the ignition is in the "OFF" position and wheels are chocked.
14. Ensure the marker lamps and headlamps are "OFF".
15. Install the speedometer and hold down bracket.
16. Connect the electrical connector to the speedometer, previously removed from the faulty speedometer in step #9.
17. Re-assemble dash panel / instrument panel.
18. Test drive vehicle to insure both the speedometer and odometer function properly.

Complete 'WA' Form and Return Faulty Speedometer

19. Following the instructions on the 'WA' form, package the speedometer, and ship both as instructed.

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SPARTAN  MOTORS
CHASSIS, INC.

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ODOMETER REPLACEMENT RECORD

Date of Contact ____/____/____

VIN# _____ Owner/Dealer Name _____

Body Manufacturer _____ Serial # _____

Mileage _____ (circle one: miles km)

Spartan Part number shown on speedometer. _____-NN1- _____

Stewart Warner Part Number _____

Service Center:

Name: _____

Address: _____

Contact at Service Center _____

Phone (____) _____

Date of installation ____/____/____

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