

# NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN							
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #				
2/2/00	ALL	1999 & 2000	189				
BRAND		TYPE					
All <input checked="" type="checkbox"/>	American Star <input type="checkbox"/>	Kountry Star <input type="checkbox"/>	Dutch Star <input type="checkbox"/>	All <input checked="" 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 type="checkbox"/>	D P <input type="checkbox"/>	D B <input type="checkbox"/>	
<input type="checkbox"/> Air Conditioning & Heating				<input type="checkbox"/> Electrical Components			
<input type="checkbox"/> Appliances & Accessories				<input type="checkbox"/> Exterior Components			
<input checked="" 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							
Custom Wood Products repair and/or return policy.							
RECOMMENDED SOLUTION							
See attached Custom Wood Products' warranty and procedure summary.							

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

# NEWMAR CORPORATION WARRANTY DEPARTMENT



"We Wood For You"

## CUSTOM WOOD PRODUCTS, INC.

711 E. Waterford St. • P.O. Box 925 • Wakarusa, IN 46573

Phone: (219) 862-2815 • FAX: (219) 862-2140

### WARRANTY

Custom Wood Products, Inc. Warrants its products against defects in material or workmanship for "*The Life of the Product.*" This warranty is limited to the replacement, in kind, of the defective product and the determination of defects in material and / or workmanship will be at the sole discretion of Custom Wood Products, Inc.

### PROCEDURE

The customer will provide Custom Wood Products, Inc. with a written request for credit or product replacement, including a brief description of the failure or reason for return.

This request should be accompanied by a photo for our review and verification of the defect. (Unless specifically requested it is not necessary to return the product.)

Upon review of the photo and return request, Custom Wood Products, Inc. will determine if the cause of failure is due to defects in material or workmanship, and either issue credit or a replacement product as directed by the customer.

Product failure which is not attributable to defective materials or workmanship may be returned to Custom Wood Products, Inc. for repair, at the owners expense, and will be billed at normal and customary charges for the work performed.

We expressly request that product **NOT** be repaired in the field and doing so is at the owners expense and voids the manufacturers warranty.

We feel this policy and procedure eliminates the need for dealer labor and other shipping or handling charges incurred in packaging and returning the product.

It is our intention and desire to manufacture products which meet or exceed your specifications and agreed upon quality standards as well as the expectations of the end user.

We look forward to working together to achieve "Customer Satisfaction."

Sincerely,

Gary Shanklin  
President

Oak Dinette Furniture • Cabinet Doors • Oak Office Furniture



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