

# NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN							
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #				
2/07/00	2000	ALL	192				
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 checked="" type="checkbox"/>	London Aire <input checked="" type="checkbox"/>	C A <input checked="" type="checkbox"/>	D P <input checked="" type="checkbox"/>	D B <input checked="" type="checkbox"/>	
<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 type="checkbox"/> Windows, Awnings, Vents, & Doors			
DESCRIPTION OF PROBLEM							
Kwikee technical service bulletin.							
RECOMMENDED SOLUTION							
Review attached information.							

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

# NEWMAR CORPORATION WARRANTY DEPARTMENT



Quality RV Products Kwikkee Products Company, Inc.  
230 Davidson Avenue  
Cottage Grove, Oregon 97424-9545  
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Sales Fax: (541) 942-5515  
Other Fax: (541) 942-5545

<b>IMPORTANT PRODUCT INFORMATION: PLEASE READ AND FORWARD</b>
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February 3, 2000

Dear Valued Customer,

It has come to our attention that new electric step and step replacement parts manufacturers are positioning their products as direct replacements for Kwikkee Automatic Electric Steps. No data is available to support this claim. As a result, RV manufacturers and dealers using non-genuine Kwikkee parts to repair or replace a Kwikkee step do so at their own risk.

Our concern has been and continues to be for the safety of the coach owner. The use of non-genuine Kwikkee replacement parts in the repair of a Kwikkee step may have unforeseen operational consequences, i.e., step failure. The replacement of a Kwikkee step with a non-Kwikkee step may affect door switch and vehicle wiring schematics that could adversely influence step performance.

Our mutual goal should be to enhance the overall RV experience by making it more convenient and trouble-free. We will continue to support this goal by manufacturing the most tried-and-trusted steps in the industry and making available all the necessary service parts nationwide through our distribution network.

If you have any questions regarding our concerns for using non-genuine Kwikkee step products please don't hesitate to call.

Sincerely,

A handwritten signature in dark ink, appearing to read "Dan L. Eckenroad". The signature is fluid and cursive.

Dan Eckenroad  
Vice President

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