

# NEWMAR CORPORATION WARRANTY DEPARTMENT

| TECHNICAL SERVICE BULLETIN   |  |                                       |                                      |   |                              |                              |  |
|--|--|---------------------------------------|--------------------------------------|---|------------------------------|------------------------------|--|
| DATE ISSUED  | MODEL YEAR(S) AFFECTED                 | MODEL(S) AFFECTED                     | TSB #                                |   |                              |                              |  |
| 2/24/00  | 2000                                   | Generac Generators                    | 196                                  |   |                              |                              |  |
| 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 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   |  |                                       |                                      |   |                              |                              |  |
| Generac warranty coverage. Generac phone number (262) 473-5514, fax number (262) 472-6505.   |  |                                       |                                      |   |                              |                              |  |
| RECOMMENDED SOLUTION   |  |                                       |                                      |   |                              |                              |  |
| Review the attached warranty repair report, along with the Generac 3 year limited warranty. Note: The warranty repair report issues coverage of 15% parts mark up, freight, and duty fees. |  |                                       |                                      |   |                              |                              |  |

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

72185 COUNTY ROAD 3  
NAPPANEE, IN 46550

# NEWMAR CORPORATION

## WARRANTY DEPARTMENT

800.858.4924  
FAX 219.773.2007

Shaded areas for factory use only.

### GENERAC® POWER SYSTEMS, INC.

Hwy. 59 & Hillside Road  
Waukesha, WI 53187  
Tel. 414/544-4811

SEND ALL GN ENGINE &  
RV GENERATOR CLAIMS TO:  
757 N. NEWCOMB  
WHITEWATER, WI 53190

Warranty Repair Report

A 2405

Control Number if Applicable

□□□□□□□□

Dealer's Customer No.

□□□□□□

Date

Fill out completely. Please print or type.

|                                   |            |                           |                          |
|-----------------------------------|------------|---------------------------|--------------------------|
| SERVICING DEALER NAME AND ADDRESS |            | CUSTOMER NAME AND ADDRESS |                          |
|                                   |            |                           |                          |
|                                   |            |                           |                          |
| ZIP CODE                          |            | ZIP CODE                  |                          |
| DEALER TELEPHONE                  | LABOR RATE | CUSTOMER TELEPHONE        | PERSON REQUESTING REPAIR |

|  |  |   |                   |    |
|--|--|---|-------------------|----|
| PURCHASE DATE<br>□□-□□-□□<br>M M D D Y Y   | DATE OF FAILURE<br>□□-□□-□□<br>M M D D Y Y | REPAIR COMPLETION DATE<br>□□-□□-□□<br>M M D D Y Y | EXT. LABOR        | PC |
| CHECK TYPE OF UNIT: <input type="checkbox"/> GENERAC STANDBY <input type="checkbox"/> GENERAC TRANSFER SWITCH <input type="checkbox"/> PREPACK STANDBY <input type="checkbox"/> RV <input type="checkbox"/> NEW DEFECTIVE PARTS<br><input type="checkbox"/> OLYMPIAN STANDBY <input type="checkbox"/> OLYMPIAN TRANSFER SWITCH <input type="checkbox"/> PTO <input type="checkbox"/> GN ENGINE <input type="checkbox"/> TRAILER UNIT |  |   |                   |    |
| MODEL NO.<br>□□□-□□□□□□-□  | SERIAL NUMBER<br>□□□□□□□□                  | ENGINE SERIAL NO.                                 |                   |    |
| STANDBY STARTUP PERFORMED BY   | STARTUP DATE                               | USE OF UNIT                                       | HRS. OF OPERATION |    |

RETURN DEFECTIVE PARTS, LIST \$100 OR GREATER, WITH THIS REPORT, WITHIN 30 DAYS.

RETURN DEFECTIVE PARTS WITH THIS REPORT, WITHIN 30 DAYS

| QTY. | PART NO. | FAIL CODE | DESCRIPTION | FLAT RATE | LIST PRICE | EXTENDED LIST PRICE |
|------|----------|-----------|-------------|-----------|------------|---------------------|
|      |          |           |             |           |            |                     |
|      |          |           |             |           |            |                     |
|      |          |           |             |           |            |                     |
|      |          |           |             |           |            |                     |
|      |          |           |             |           |            |                     |
|      |          |           |             |           |            |                     |

GIVE DETAILS OF PROBLEM, CORRECTION, AND ALL MISC. EXPENSES

|  |
|--|
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

TOTAL LIST  
LESS DISCOUNT \_\_\_\_\_ %  
DEALER COST  
+15% COMMISSION  
NET AMT. -PARTS  
FREIGHT  
DUTY  
MISC.  
STANDBY TRAVEL:  
\_\_\_\_ MILES X \_\_\_\_\_¢ PER MILE=  
\_\_\_\_ HRS. X \$\_\_\_\_ / HOUR RATE =  
\_\_\_\_ HRS. X \_\_\_\_\_ RATE =  
TOTAL

Customer Signature

Dealer Signature

Date

White Copy--Generac; Yellow--Q.A.; Pink--Auxiliary; Gold--Dealer/Distributor

Bulletin Y779 / Printed in USA  
9.93, 3.95, 10.96, 6.97, 2.99, 8.99

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

# NEWMAR CORPORATION WARRANTY DEPARTMENT

## 3 YEAR LIMITED WARRANTY

*Generac generators used in recreational vehicles are warranted for three years or 2,000 hours of operation, whichever occurs first. There's no need to purchase an extended plan for 2,000 hours of protection. For those generators utilizing a belt drive design, the belt and pulley system carry a **lifetime** warranty. The warranty is also transferable to subsequent owners should the RV be sold within the warranty period. Comparing Generac's 2,000 hour/3 year warranty to our nearest competitor's required extended plan purchase, Generac's genset can be run on average 667 hours per year. The competition's extended warranty coverage allows for only 400 hours of operation on average per year.*



□