

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN							
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #				
09/15/00	2000-2001	ALL	205				
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 checked="" 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							
Kwikkee electric steps warranty information.							
RECOMMENDED SOLUTION							
See attached information.							

NEWMAR CORPORATION WARRANTY DEPARTMENT



Electric Steps

Effective June 1, 1999

Warranty Procedures

This advisory is intended to explain warranty procedures with regard to Kwikkee Automatic Electric Steps. Observing proper warranty procedures will expedite the processing of warranty claims and reduce the number of claims that are denied. Please take note of the following advice to avoid the denial of warranty or a reduction in the reimbursement to your warranty claim.

- 1. Do not replace entire assemblies** when repairing a step under warranty. Replace only those parts that are actually defective. Motors, gear cases, gears, linkage assemblies, and control units are all replaceable as individual parts.

If you exchange a complete assembly when only the replacement of an individual part is required, the non-defective parts will be returned and only the defective part will be credited to you. **Example:** If a linkage assembly breaks and the entire motor assembly is replaced to repair the step, the motor, gear case, and gears will be returned to you, and only the linkage assembly will be credited to you. Meanwhile, you bought and paid for an entire motor assembly that you did not need.
- 2. Do not use conversion kits for warranty repairs.** Conversion kits are intended for the conversion of older, out of warranty steps with field-wound motors to the newer permanent magnet motor system. If an entire conversion kit is used to repair a step under warranty, labor will only be credited for the repair time associated with the defective part. The purchase of conversion kits for warranty work will only cost you money.
- 3. An RMA (Returned Materials Authorization) number must be obtained before any parts or claims are sent in.** Call Kwikkee's Service Line at 1 (800) 736-9961 for an RMA number. Claims or parts sent in without this number attached will not be processed, risk the chance of being lost, and will only delay the processing of your claim.
- 4. Unless prior authorization is given by Kwikkee, reimbursement of labor claims will be limited to the periods of time authorized as listed in the table below.**

DEFECTIVE PART	DIAGNOSTIC TIME	REPAIR TIME	TOTAL TIME
Control Unit	0.5 hours	0.5 hours	1.0 hours
Motor	0.5 hours	0.4 hours	0.9 hours
Linkage	0	0.3 hours	0.3 hours
Gear/Gear Case	0.3 hours	0.7 hours	1.0 hours
Door Switch	0.3 hours	0.2 hours	0.5 hours
Frame Only	0.2 hours	0.8 hours	1.0 hours

- 5. Our warranty does not cover travel time, mileage, or other incidental costs.** It is limited solely to the replacement of defective parts under warranty and the flat rate labor schedule listed above.
- 6. Do not cut any wires on control units or motors.** Cut wires will automatically void the warranty as Kwikkee will have no way of testing or verifying your claim.

Do not deviate from any of the guidelines listed above. For questions regarding these warranty procedures, technical assistance, **call 1 (800) 736-9961.** Shipping charges for returning parts to Kwikkee shall be the responsibility of the customer. Kwikkee will pay shipping charges when returning warrantable goods to the customer. Kwikkee will not accept C.O.D. shipments of any returned goods.

NOTICE

ALL CLAIMS MUST BE PROCESSED WITHIN 45 DAYS OF
RMA ISSUANCE. CLAIMS RECEIVED AFTER 45 DAYS WILL
FORFEIT ANY REIMBURSEMENT ENTITLEMENT.



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