

Newmar Corporation

Warranty Department

Technical Service Bulletin							
Date Issued		Model Year(s) Affected		Model(s) Affected		TSB #	
10/23/2006		11/14/2005 – 5/9/2006		Ventana		302	
Brand						Type	
All	☐	American Star	☐	Mountain Aire	☐	All	☐
		Dutch Star	☐	Kountry Aire	☐	F W	☐
Ventana	☒	Kountry Star	☐	Essex	☐	D P	☒
Scottsdale	☐	Northern Star	☐	London Aire	☐	D B	☐
☐ Air Conditioning & Heating ☐ Appliances & Accessories ☐ Cabinets & Furniture ☒ Chassis Components ☐ Construction Components ☐ Electrical Components ☐ Exterior Components ☐ Interior Components ☐ Plumbing & Bath Components ☐ Windows, Awnings, Vents, & Doors							
Description of Problem							
A condition exists where the fan clutch is engaged at all times on certain Spartan Chassis manufactured on a Ventana body between the previous dates listed above.							
Recommended Solution							
Update the fan control engine parameter using a PC equipped with Cummins Insite software. A Cummins authorized Service Center is required to perform this engine parameter update. See manufacturer's attached repair directions. Contact manufacturer directly for additional information or instructions.							

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



Spartan Chassis, Inc.
Customer Service Group

October 20, 2006

Re: Notice of Campaign Service Bulletin: **CSB06-570-003**

Dear Valued Customer,

A recent decision was made to issue a Campaign Service Bulletin for certain Spartan chassis models manufactured with a Newmar Ventana body having a VDM (Vehicle Date of Manufacture) of November 14, 2005 through May 9, 2006. A condition exists where the fan clutch is engaged at all times.

A Cummins authorized Service Center is required to perform this engine parameter update. A PC equipped with Cummins Insite software is required. .5 hrs is allowed for this update.

Please note:

The Vehicle Identification Number that is affected by this campaign is on the address label that is on the front of the envelope this letter was contained in.

Your satisfaction with our product is important to us. We are initiating this contact with you so that you will, at your earliest opportunity, take your vehicle in for service. In doing so, we can be certain that you have the best product available for optimal performance.

Carefully follow the instructions below to have your vehicle serviced:

- Call an authorized service center without delay. **You do not need to call Spartan Chassis, Inc.** to find the facility most convenient to you. A list of authorized Service Centers is located on Spartan's website: <http://www.spartanchassis.com>. Please call immediately to have this repair completed. If the nearest 'authorized' Service Center is too far away, a service center with licensed mechanics may perform this campaign.
- Please note that unauthorized service centers may require that you pay the invoice. If this is the case Spartan Chassis, Inc. will reimburse you the labor time the bulletin allows.
- Have available the last 5 digits of your VIN, also known as the SO (Sales Order) number (This is listed on the upper left portion of the address label.)
- The Service Center can direct questions by contacting Spartan Chassis's Customer Service at 1-800-393-8861 and selecting option #6

Although **this is not a recall**, Spartan Chassis is committed to serving you with your best interests in mind.

Best Regards,

Wayne Ridge
Product Improvement Administrator
Spartan Chassis, Inc.

Should the servicing facility have any billing questions, call Wayne Ridge at 517-543-6400 ext.445



Spartan Chassis, Inc.
Customer Service Group

VINNUM	SALES ORDER	VEPS	FPN	VDMDE	MODEL
4VZBN1B977C054351	54351	191	MM24360-116	1/6/2006	MM
4VZBN1B957C055613	55613	191	MM24360-118	3/27/2006	MM
4VZBN1B977C055953	55953	191	MM24360-118	4/18/2006	MM
4VZBN1B917C055611	55611	191	MM24360-118	3/21/2006	MM
4VZBN1B957C055689	55689	191	MM24360-118	4/3/2006	MM
4VZBN1B927C055777	55777	191	MM24360-118	4/10/2006	MM
4VZBN1B957C056051	56051	191	MM24360-118	5/3/2006	MM
4VZBN1B977C055774	55774	191	MM24360-116	4/4/2006	MM
4VZBN1B987C055542	55542	191	MM24360-118	3/17/2006	MM
4VZBN1B947C055540	55540	191	MM24360-118	3/14/2006	MM
4VZBN1B957C053845	53845	191	MM24360-118	11/14/2005	MM
4VZBN1B927C054600	54600	191	MM24360-118	1/6/2006	MM
4VZBN1B9X7C055543	55543	191	MM24360-118	3/14/2006	MM
4VZBN1B987C055539	55539	191	MM24360-116	3/16/2006	MM
4VZBN1B967C055541	55541	191	MM24360-118	3/16/2006	MM
4VZBN1B917C055544	55544	191	MM24360-118	3/16/2006	MM
4VZBN1B917C055608	55608	191	MM24360-116	3/20/2006	MM
4VZBN1B937C055609	55609	191	MM24360-116	3/20/2006	MM
4VZBN1B9X7C055610	55610	191	MM24360-118	3/20/2006	MM
4VZBN1B937C055612	55612	191	MM24360-118	3/27/2006	MM
4VZBN1B977C055614	55614	191	MM24360-118	3/27/2006	MM
4VZBN1B9X7C055686	55686	191	MM24360-116	3/30/2006	MM
4VZBN1B917C055687	55687	191	MM24360-118	3/30/2006	MM
4VZBN1B937C055688	55688	191	MM24360-118	4/3/2006	MM
4VZBN1B997C055775	55775	191	MM24360-118	4/10/2006	MM
4VZBN1B907C055776	55776	191	MM24360-118	4/10/2006	MM
4VZBN1B937C055884	55884	191	MM24360-118	4/11/2006	MM
4VZBN1B957C055885	55885	191	MM24360-118	4/11/2006	MM
4VZBN1B977C055886	55886	191	MM24360-119	4/13/2006	MM
4VZBN1B957C055952	55952	191	MM24360-118	4/18/2006	MM
4VZBN1B997C055954	55954	191	MM24360-119	4/27/2006	MM
4VZBN1B907C056166	56166	191	MM24360-118	5/1/2006	MM
4VZBN1B927C056167	56167	191	MM24360-118	5/1/2006	MM
4VZBN1B937C056050	56050	191	MM24360-118	5/3/2006	MM
4VZBN1B977C056052	56052	191	MM24360-118	5/4/2006	MM
4VZBN1B977C056276	56276	191	MM24360-118	5/9/2006	MM

Vantive Last Name or Company Name	Vantive First Name	Phone
Smith	John M & Carol A	760 377-4512
Krahn	David	Mail To
Deupree	William E & Tracey L	281 358-6780
Nelson	Dale E & Shirley L	319 266-7698
Brandt	Stephen H	954 570-9092
Antrim Construction		780 487-2330
Grosz	Craig D & Alane E	218 367-3570
Reynolds	John & Kathleen	Mail To
ABC Atlanta, LLC		0 0
Snyder	Elmer H	814 623-2645

Vantive Dealer	Dealer Phone	Dealer Address	Dealer City	State
Giant RV (Corona)	951 371-0444	2200 West Frontage Rd.	Corona	CA
Traveland Leisure	604 530-8141	20529 Langley Bypass	Langley	BC
Ron Hoover of Houston	281 829-1560	16465 Katy Freeway	Houston	TX
Cheyenne Camping Center	563 284-6868	3960 Plainview Rd	Walcott	IA
Travel Easy RV	863 467-0400	4375 Hwy 441 S	Okeechobee	FL
Woody's RV World (Edmonton)	780 455-3380	14510 St. Albert Trail N.W.	Edmonton	AB
Steinbring Motorcoach	320 762-2114	3710 S. Hwy. 29	Alexandria	MN
Giant RV	800 363-9445	9150 Benson Ave	Montclair	CA
Dick Gores RV World	904 741-5100	14590 Duval Place West	Jacksonville	FL
Ansley & Lewis, Inc.	814 695-9817	PO Box 239	Duncansville	PA

Zip	Vantive Dealer Mail Type
91720	Mail To
V3A 5E8	Mail To
77094	Mail To
52773	Mail To
34974	Mail To
T6V 1H5	Mail To
56308-2929	Mail To
91763	Mail To
32218	Mail To
16635	Mail To