

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN									
DATE ISSUED		MODEL YEAR(S) AFFECTED			MODEL(S) AFFECTED			TSB #	
1/17/91		ALL			ALL			38	
BRAND					TYPE				
All <input checked="" type="checkbox"/> American Star <input type="checkbox"/> Kountry Star <input type="checkbox"/> Dutch Star <input type="checkbox"/>					All <input type="checkbox"/> T T <input checked="" type="checkbox"/> F W <input checked="" 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 checked="" 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									
Changing out parts on LP bottles and regulators.									
RECOMMENDED SOLUTION									
All work that is done on LP bottles should be done according to the instruction from General Processing Corporation. Please refer to the attached bulletin. If you have any questions, please contact a Newmar service representative.									

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

NEWMAR CORPORATION

WARRANTY DEPARTMENT



General Processing Corporation

"Innovators in Motion"

Dear Valued Customer:

In order to better serve our industry and do our part in cost containment, we are instituting the following warranty program.

The following products will be covered under this program:

1. General L. P. Gas Cylinder
2. Marshall Brass Regulators -Returned as purchased
3. L. P. Gas Hoses and Pigtails
4. Dual and Single Rack Assemblies

Our labor rate is based on the national average, which is \$30.00 per hour. We will approve the following credits for a period of one (1) year after the unit is placed into service.

1. We will pay \$7.50 (15 minutes) to remove test and replace a defective General L. P. gas cylinder.
2. We will pay \$15.00 (30 minutes) to remove, properly adjust and replace a Marshall Brass regulator.
3. We will not pay for labor on appliances that do not perform due to an alleged regulator problem.
4. Hoses, pigtails, and rack parts will be replacement only, and do not carry any labor reimbursement.
5. We will not allow any dealer to replace or repair valves and gauges on General cylinders, but will replace the complete cylinder.
6. Product returned and not found to be defective will be returned to you with a \$10.00 inspection fee.

To receive a warranty credit, the following information must appear on all claims.

1. Date unit placed into service
(Copy of bill of sale)
2. Products date of manufacture
3. Repair order number
4. Cylinder serial number

NEWMAR CORPORATION

WARRANTY DEPARTMENT

Manufacturers dates are located as follows:

1. Marshall Brass regulators are dated on the back of the regulator on the two round indentations, and are listed by week and year of manufacture.
(Ex: 18/89 means 18th week of 1989)
2. General L.P. gas cylinders are dated on the collar and are listed by month and year of manufacture.
(Ex: 8-89 means 8th month of 1989)

All defective parts are to be tagged and returned with your claim
to: General Processing Corporation
29389 Lexington Park Drive
Elkhart, IN 46516

The following information must appear on a tag attached to the defective products:

1. Date the unit was placed into service.
2. Short description of defect.
3. Repair order number.
4. Cylinder serial number.

When defective products are received by us, they will be inspected and tested and will either be replaced to your stock or returned to you as non-defective, along with an invoice for our inspection fee. If you desire a material credit rather than a replacement, we will only credit your account for the original selling price, per our quotation.

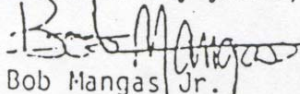
If you fail to return the defective products to us along with your claim, we will not authorize your claim.

All products are to be boxed and shipped UPS.

In order to serve you better, we would ask for your cooperation on this matter.

If you have any questions or comments, please feel free to contact me at 219-295-0161.

Respectfully yours,


Bob Mangas Jr.
Sales Manager-RV Products
P. O. Box 2148
Elkhart, IN 46515-2148
219-295-0161
Fax# 219-522-2414

BM/pks

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