



Carefree Awning Motor Wedge Installation

Bulletin Type:	Recall	Publication Date:	February 2024
Bulletin #(s):	24V-055 US 2024-053 Canada	Make(s):	Jayco – Entegra Coach
Job Code(s):	9903601	Model(s):	Solstice, Solstice LI, Expanse, Expanse LI
Flat Rate(s):	9903601A .30 HR Carefree Awning Motor Inspect and Install Wedge 9903601B .50 HR Carefree Awning Motor Replace	Model Year(s):	2023

Incident:	Awning May Extend Unintentionally
Affected Units:	2023 Jayco Solstice, Solstice LI; 2023 Entegra Coach Expanse, Expanse LI
Parts Kit:	Parts Kit #: 24V-055Kit1 Part Kit Contents: 1 - KIT,CAREF RECALL W/O MOT R002066-001
Misc. Tools & Supplies:	T20 Bit, #2 Philips head bit

CAREFREE AWNING WEDGE INSTALLATION INSTRUCTIONS

Carefree of Colorado

Left Hand Motor Wedge Installation Instruction

FREESTYLE EVOLUTION



SERVICE MANUAL **LEFT HAND MOTOR WEDGE INSTALLATION**

RV

12V MOTORIZED ROOF MOUNTED BOX AWNING



Read this manual before installing or using this product. Failure to follow the instructions and safety precautions in this manual can result in personal injury and/or cause the product to not operate properly.



NOTICES AND DISCLAIMERS

SUPPLEMENTAL INSTRUCTIONS

These instructions are intended to be supplemental to the existing Freestyle Evolution service manual. If there are additional questions on service, please refer to service manual (PN 070036-301).

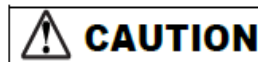
SAFETY INFORMATION



This is the safety alert symbol. It is used to alert individuals to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible personal injury or death.



Indicates a hazardous situation, which if not avoided, could result in death or serious bodily injury.



Indicates a hazardous situation, which if not avoided, may result in minor or moderate bodily injury.



Indicates a situation that may result in equipment-related damage.

General Safety:



This product can expose you to chemicals including Di-isodecyl phthalate (DIDP), Vinyl Chloride and Formaldehyde, which are known to the state of California to cause cancer or birth defects or other reproductive harm. For more information visit www.P65warnings.ca.gov



Shock Hazard. Always disconnect battery or power source before working on or around the electrical system.



Always wear appropriate safety equipment (i.e. goggles).



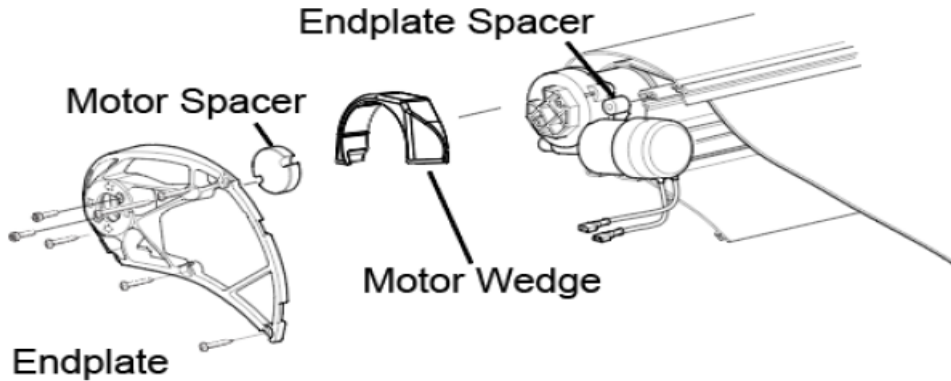
Always use appropriate lifting devices and/or helpers when lifting or holding heavy objects.



When using fasteners, do not over tighten. Soft materials such as fiberglass and aluminum can be "stripped out" and lose the ability to grip and hold.

PRODUCT OVERVIEW

This manual covers the installation of a motor wedge into the existing Carefree Freestyle Evolution awning. The motor wedge is used to provide additional support to the motor in normal operations. Below is a schematic showing the motor wedge, a Left Hand motor is shown.

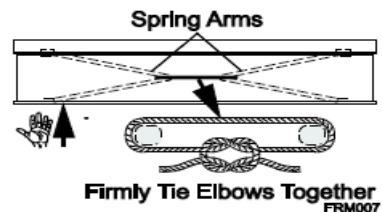


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INSTALLING THE MOTOR WEDGE

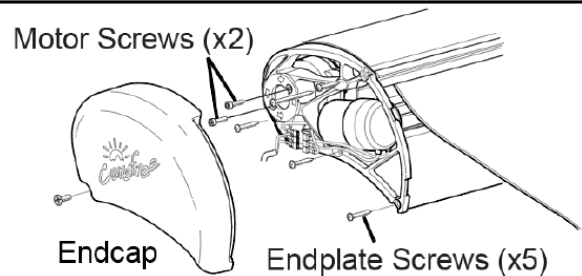
WARNING If the awning is closed when the motor and end cap screws are removed, the spring arms will extend the awning quickly, possibly causing personal injury and damage to the awning.

1. Disconnect power to the awning.
2. If the awning is extended: Carefully push the lead rail toward the case so that the arms collapse. While holding the lead rail in this position, firmly tie the elbows of the spring arms together. Use a minimum 1/2" rope - do not use bungee cords. When tying the rope, use a non-slip knot such as a square knot or equivalent.
3. If the awning is closed: Secure the lead rail in the closed position with at least 3 zip ties (tensile strength of 40lb or above) spaced equally along the awning.

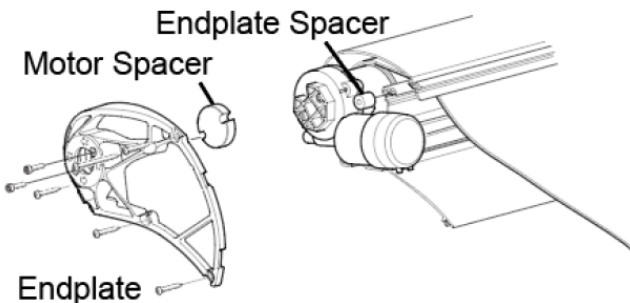


CAUTION Failure to secure the lead rail as described will allow the spring arms to unexpectedly extend out possibly causing personal injury and damage to the awning.

4. Remove the motor end cap screw and remove the Endcap and set aside. For installed awnings, you may need to loosen the bracket bolts to gain access to the motor Endcap, depending on motorcoach model. Please reference service manual 070036-301 for additional information if you need to partially remove your awning to perform the motor wedge installation procedure.



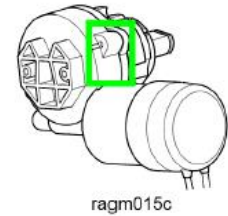
ragm015a



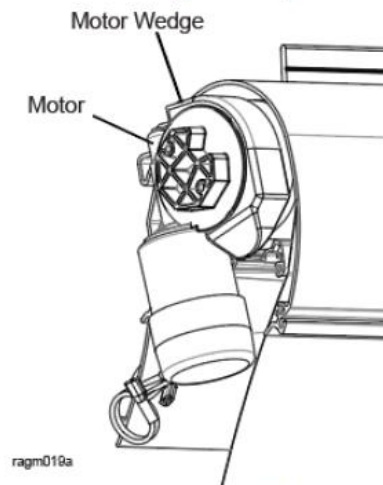
5. Remove the motor screws (x2) and the endplate screws (x4) using either a T20 Torx head bit and the longer rail screw (x1) using a #2 Phillips head bit. Some awnings were installed with all 5 screws being the Phillips head screw.

6. Pull the endplate away from the case. Take care to not lose the small Endplate Spacer. The Motor Spacer should stay wedged inside the Endplate.

7. With a flashlight, inspect the motor housing. Do not remove the motor from the roller tube. Pay particular attention to this highlighted zone. Inspect for any cracks anywhere on the motor housing. If there are no cracks visible, then the motor can continue to be used.



8. If there are cracks, please follow the instructions detailed in the section **REPLACING THE MOTOR** in service manual 070036-301
9. Install the motor wedge over the gear motor. The wedge will only fit one way onto the motor.



10. After installation of the motor wedge, reassemble all the parts. Pay particular attention to the Endplate Spacer, which will be loose once you remove the Endplate.
11. Attach the end plate to the motor with the motor screws provided in the replacement kit (x2). Use a #2 Phillips head bit and a torque limiting driver. Drive the screws until they are tight.
12. Align the screw holes in the end plate and attach the new 1 inch Torx head screws to the awning case (x4). Use a T20 bit to drive the Torx head screws. Use a #2 Phillips head bit to drive in the longer screw in the endplate spacer. In some cases, the 1 inch Torx screw may not bite into the aluminum, especially at the location that uses the Endplate spacer. It is acceptable to reuse one of the longer Phillips head screws in that location if necessary.
13. While firmly holding the partially extended lead rail, carefully remove the spring arm ties previously installed. Allow the lead rail to extend until the fabric is taut. If using zip ties, carefully cut the zip ties. The lead rail should not move.
14. Attach the End Cap and screw.
15. Connect to the awning via the Carefree Connects App, and follow the Firmware Update procedure in user manual 056513-003.
16. Using the awning switches, verify function of the awning.
 - a. Extend the awning fully. Note that the fabric is taut.
 - b. Retract the awning fully. Make sure that the lead rail sits into the case. Small gaps are acceptable but should be no bigger than 1/2".
 - c. Extend the awning and shake the leadrail. The awning should close automatically.
17. Follow all OEM instructions to validate that ignition lockout testing is functioning.

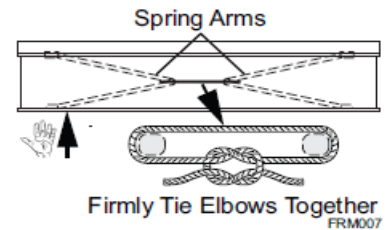
CAREFREE AWNING MOTOR REPLACEMENT INSTRUCTIONS (070036-301)

1. **Awning Motor Replacement is only required if there are cracks in the motor housing.**
 - a. Order the Motor using the Compliance Order Form. You must include with the order form:
 - i. Clear photo of the cracked motor

MOTOR REPLACEMENT

PRELIMINARY STEPS (ALL CONFIGURATIONS)

1. Disconnect power to the awning.
2. If the awning is extended: Carefully push the lead rail toward the case so that the arms collapse. While holding the lead rail in this position, firmly tie the elbows of the spring arms together. Use a minimum 1/2" rope - do not use bungee cords. When tying the rope, use a non-slip knot such as a square knot or equivalent.
3. If the awning is closed: Firmly brace the lead rail in the closed position. A second person can hold the lead rail steady during the disassembly process.

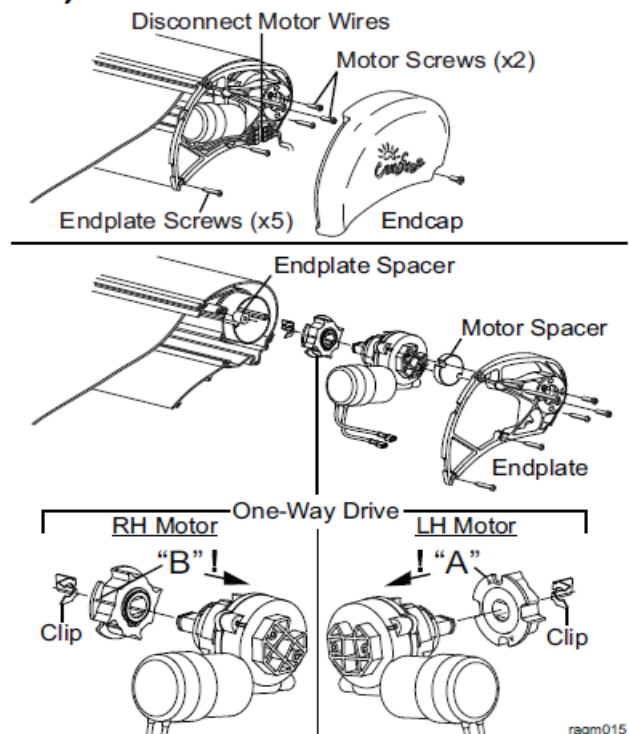


CAUTION If the awning is closed when the motor and end cap screws are removed, the spring arms will try to extend out possibly causing personal injury and damage to the awning. Support the roller tube and allow the awning to open slowly then secure the arms by tying the elbows together as described above.

CAUTION Failure to secure the lead rail as described will allow the spring arms to unexpectedly extend out possibly causing personal injury and damage to the awning.

REPLACING THE MOTOR (RIGHT ANGLE GEAR)

1. Remove the motor end cap and set aside.
2. Disconnect the motor wires from the harness.
3. Remove the motor screws (x2) and the endplate screws (x5) and set aside.
4. Pull the endplate away from the case.
5. Pull the old motor out of the roller tube and set aside.
6. Place the one-way drive onto the new motor.
 - 6.1. For RH motors the "B" points toward the motor.
 - 6.2. For LH motors the "A" points toward the motor.
 - 6.3. Secure with the new clip.



NOTICE If the drive is not oriented correctly, the awning will not operate and the arms will spring out when released.

7. Align the one-way drive with the roller tube and start sliding the new motor into the roller tube.
8. Align the bearing on the motor and slide into the roller tube.
9. Attach the end plate to the motor with the motor screws removed previously.
10. Align the screw holes in the end plate and attach to the awning case.
11. Attach the motor wires. Fold and tuck the wires and connectors to fit inside the end cap.

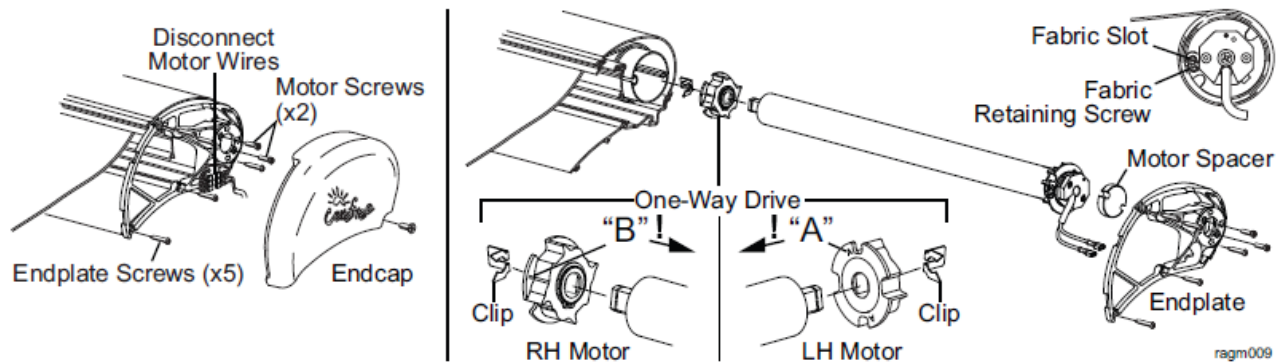
NOTICE Wire colors do not match between motor, limit switch and harness. Use the wiring diagram on page 12 to ensure correct connections for the motor configuration.

12. While holding the lead rail, carefully remove any roller tube supports and arm ties. Allow the lead rail to extend until the fabric is taut. If the lead rail continues to extend after the fabric is taut, the one way drive was installed backwards. Tie the arms, remove the motor and orient the one way drive as shown.

13. Attach the end cap.

REPLACING THE MOTOR (TUBULAR)

Refer to "Preliminary Steps" on page 10 before beginning this procedure.



1. Remove the motor end cap and set aside.
2. Disconnect the motor wires from the harness.
3. Remove the motor screws (x2) and the endplate screws (5) and set aside.
4. Pull the endplate away from the case.
5. Remove the fabric retaining screw from the motor bearing.
6. Pull the old motor out of the roller tube and set aside.
7. Place the one-way drive onto the new motor.
 - 7.1. For RH motors the "B" points toward the motor.
 - 7.2. For LH motors the "A" points toward the motor.
 - 7.3. Secure with the new clip.

NOTICE If the drive is not oriented correctly, the awning will not operate and the arms will spring out when released.

8. Align the one-way drive with the roller tube and start sliding the new motor into the roller tube.
9. Align the bearing on the motor and slide into the roller tube.
10. Attach the fabric retaining screw through the bearing and into the fabric slot. The screw must be positioned to thread into the metal of the roller tube slot and the edge of the canopy polycord.
11. Insert the motor spacer into the endplate.
12. Attach the endplate to the motor with the motor screws removed previously. Ensure that the motor is oriented with the limit switches pointed toward the access holes in the end plate.
13. Align the screw holes in the end plate and attach to the awning case.
14. Attach the motor wires. Fold and tuck the wires and connectors to fit inside the end cap.

NOTICE Wire colors do not match between motor, limit switch and harness. Use the wiring diagram on page 12 to ensure correct connections for the motor configuration.

15. While holding the lead rail, carefully remove any roller tube supports and arm ties. Allow the lead rail to extend until the fabric is taut. If the lead rail continues to extend after the fabric is taut, the one way drive was installed backwards. Retie the arms, remove the motor and orient the one way drive as shown.
16. To test:
 - 16.1. Restore power.
 - 16.2. Use the switch to extend and retract the awning.
17. After replacing the motor, it may be necessary to adjust the motor limit switches (page 1).
18. After testing and adjusting the motor limit switches, attach the end cap.

CAREFREE FIREMWARE UPDATE INSTRUCTIONS

Carefree of Colorado

BT12



SERVICE MANUAL **CAREFREE CONNECTS FIRMWARE** **UPDATE**

RV

FOR CAREFREE 12V MOTORIZED AWNINGS EQUIPPED WITH CAREFREE'S BT12 WIRELESS AWNING CONTROL SYSTEM



Read this manual before installing or using this product. Failure to follow the instructions and safety precautions in this manual can result in personal injury and/or cause the product to not operate properly. This instruction is limited to BT12 Firmware updates and verification of BTMotion connectivity. For more information on Carefree Connects mobile app, please reference the Carefree Connects Mobile App Manual pn 070029-201.



Carefree of Colorado
056513-003r1

www.carefreeofcolorado.com

a Scott Fetzer company

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DOWNLOAD

Download the latest version of the Carefree Connects App from the Apple App store or the Google Play store.

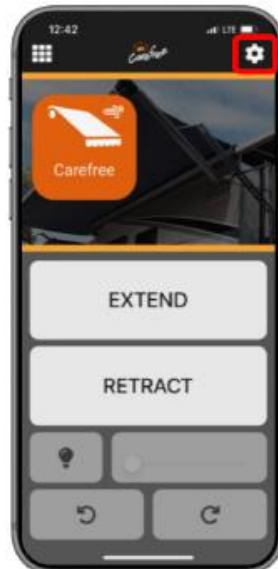
FIRMWARE VERIFICATION



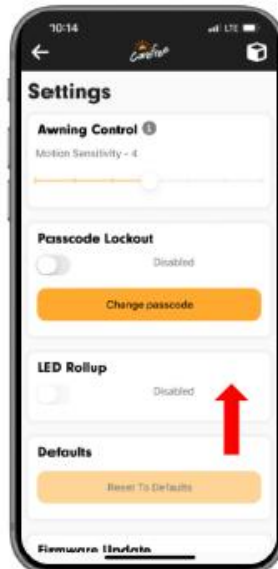
Open the Carefree Connects mobile app.



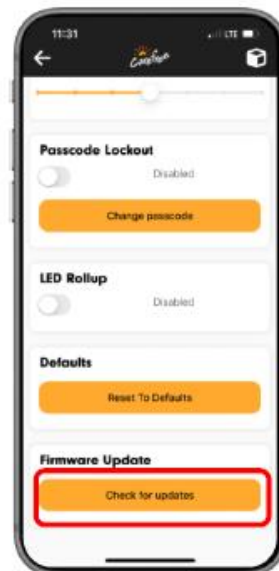
Pair then click on the awning you want to update (it might have a different name).



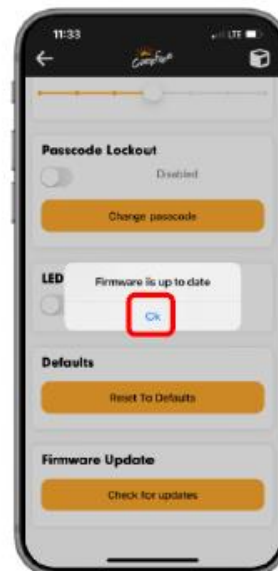
Click on cogwheel in upper corner.



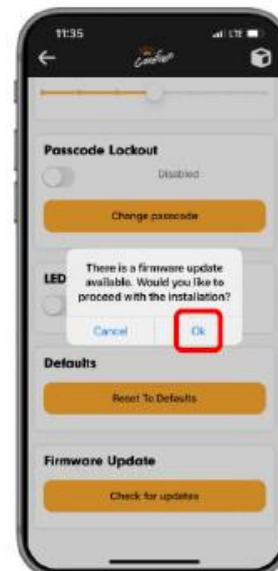
Scroll down on settings.



Scroll to the bottom, click on "Check for updates".



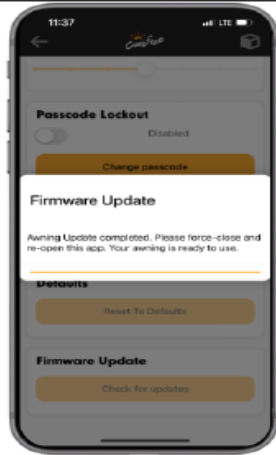
If the Firmware is up to date, click ok and test the app below.



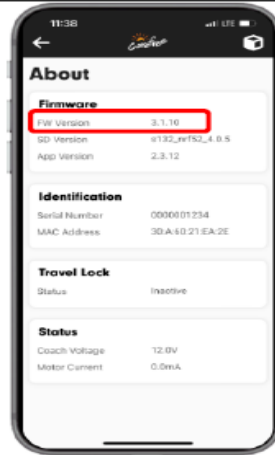
If the Firmware needs updating, click "OK".



After clicking "OK", you will see several screens appear and a download status.

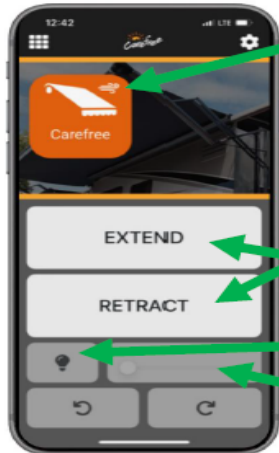


Once the download is complete, you must force-close the app and reopen.

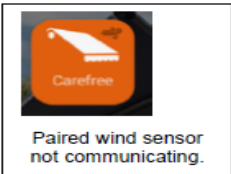


Reopen the app, reconnect to the awning, click on the cogwheel, and scroll to the About screen. Verify FW version 3.1.10 is loaded. Then proceed to test the app.

TEST THE APP



Verify the wind sensor is working – This wind symbol should be present, and White. If it is Black or missing, you must reconnect the wind sensor. Please refer to 070029-201 Carefree Connects Mobile app for pairing instructions.



Extend and Retract the connected awning – These buttons should fully extend and fully retract the awning



If the BT12 control module has the LED chip, this symbol will appear – Cycle the LED lights on/off, and verify that dimming controls are working.

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law.

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