



# TECHNICAL SERVICE BULLETIN

TSB#: 15-010 Job Code: 9802251

|                    |        |     |
|--------------------|--------|-----|
| Inspect Only       | TSB 13 | 0.3 |
| Inspect and Repair | TSB 14 | 2   |

Date of Publication: September 2015

**NOTE: This Technical Service Bulletin will be valid within (1) year from the original date of publication. REQUIRES PARTS TO BE ORDERED FROM Starcraft for every unit.**

**Action Required** Inspect rock guard window for glass pane separation from the window frame  
 Replace rock guard window when separation is found

**Affected Units**

**PARTS KIT REQUIRED FOR MODEL**

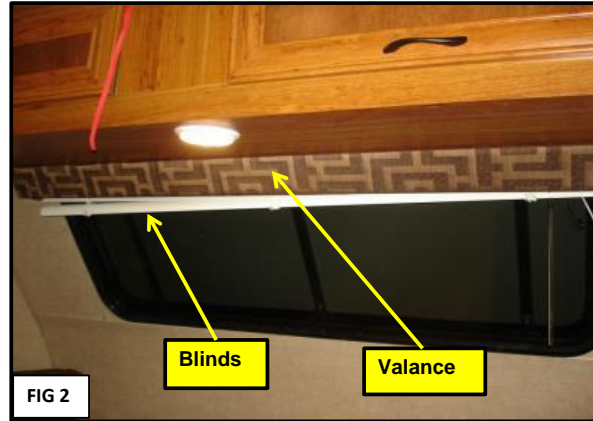
|                        |         |      |           |          |
|------------------------|---------|------|-----------|----------|
| 2015 Autumn Ridge TT   | 286KBS  | F287 | 5073-5092 | 15-010SA |
| 2016 Autumn Ridge TT   | 286KBS  | G287 | 5079-5095 | 15-010SA |
|                        | 336FKSA | G288 | 5065-5075 | 15-010SE |
| 2015 AR-ONE TT         | 18QB    | F28P | 5050-5092 | 15-010SD |
|                        | 14RB    | F28U | 5051-5130 | 15-010SB |
|                        | 16BH    | F28V | 5051-5112 | 15-010SB |
|                        | 15RB    | F28W | 5081-5210 | 15-010SB |
| 2016 AR-ONE TT         | 18QB    | G28P | 5125-5155 | 15-010SD |
|                        | 14RB    | G28U | 5129-5135 | 15-010SB |
|                        | 16BH    | G28V | 5103-5116 | 15-010SB |
|                        | 15RB    | G28W | 5185-5223 | 15-010SB |
| 2016 Launch Ultra Lite | 22BUD   | G2JM | 5092-5111 | 15-010SC |
|                        | 21FBS   | G2JR | 5161-5186 | 15-010SC |
| 2016 Launch TT         | 18BH    | G2JW | 5068-5074 | 15-010SC |

**Shop Supplies / Tools** Drill driver with a 6" long sq drive #2 bit  
 Heat gun  
 plastic putty stick tool  
 plastic spreader tool (used for bondo & decals)  
 Clear body sealant

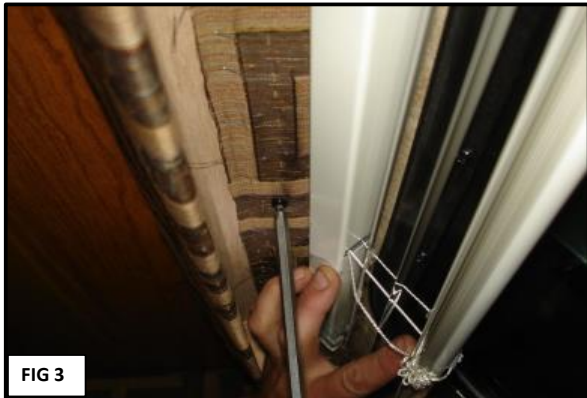


Spreader tool

## INSTRUCTIONS TO REPLACE THE ROCK GUARD WINDOW



- 1 **Fig 1:** Front rock guard window  
**Fig 2:** Remove the valance and blinds to access screws in window trim.  
Blinds may be separate or attached to the valance.



- 2 **Fig 3:** There are two screws holding the valance in place. One at each end of the valance underneath.  
**Fig 4:** Remove approximately 25 to 30 screws from around the window trim on the inside of the window.



- 3 **Fig 5:** Remove the window trim from inside the window.  
Go to the outside of the RV to finish removal of the window.  
**Fig 6:** Use a heat gun, and heat the flange around the perimeter of the window so it can be separated from the front wall metal.  
The flange must be heated to approximately 160° - 170°. Only heat 6" to 8" sections at a time. (They must be HOT)



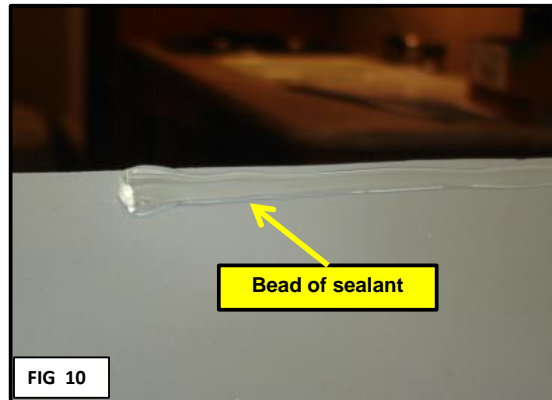
- 4 **Fig 7 & 8:** When a section of the flange gets hot enough, it will loosen the adhesive holding the flange to the front wall. Insert the putty stick tool under the flange as shown in these photos and **GENTLY** pry it up to loosen it. This is the most delicate part of the whole operation.

Work slowly and carefully so you do not bend the front wall metal as you pry up.

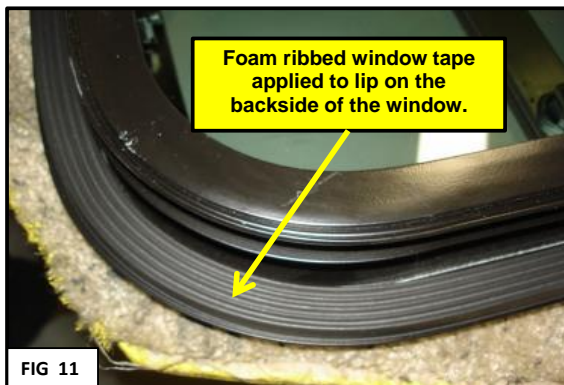
**If the front wall metal gets bent, the entire front wall metal will need to be replaced.**

**NOTE:** Mesa metal front walls (ridged metal) are the hardest to work with and will require more time and care prying.

As stated previously do 6 to 8 inches at a time, and work all the way around the entire window flange, heating a section, and prying it loose.



- 5 After removing the old window from the opening use the plastic spreader tool to scrape all the old adhesive off the front wall.  
**Fig 9 & 10:** When old adhesive is cleaned up, apply a bead of clear silicone sealant around the perimeter of the window opening as shown.



6 **Fig 11:** Clean the lip of the new window with isopropyl alcohol and place foam ribbed window tape on the lip of the window. Begin in the center of the long edge at the bottom of the window and place tape around the perimeter of the window. Take care around the corners, **do not stretch** the tape on the corners, just lay it in place gently so it looks like **Fig 11**.

**Fig 12:** Place the window in the opening in the front wall, and while one person puts pressure on the window from the outside, Another person inside the RV should begin screwing the trim to the window frame. Put one or two screws in at one corner (lower left), then put one or two screws in at an opposite corner (upper right) Once you have screws in the trim, the person outside can release pressure on the window. Finish installing the rest of the trim screws inside.



7 **Fig 13:** Place a bead of clear sealant around the top edge of the window flange. This bead should extend from about 3 or 4 inches beyond the corner all the way across the top of the window, to the opposite corner and about 3 or 4 inches beyond that corner.  
**Fig 14:** The arrows indicate where the bead of sealant should go.

Apply the Starcraft decal on the window cover, make sure to clean the surface using isopropyl alcohol. Let it dry before applying the decal to the window cover. Use the plastic spreader tool to squeegee out air bubbles.

Reinstall the blinds and the valance.