



October 2018

Technical Service Bulletin Notification TSB #18-018
Unit Serial Number:

Dear Valued Dealer:

Jayco has determined that certain Model Year 2019 Entegra, Aspire and Anthem Class A motorhomes require installation of the heat shield in the engine compartment.

Our records indicate that the following unit is currently part of the inventory at your dealership and requires the Bulletin repair prior to delivery.

Serial Number

If you have sold this affected vehicle, please contact the current owner regarding this Service Bulletin and process the Warranty Registration for this customer. All pertinent information regarding this Bulletin is on file under the Service and Parts Tab of our website. If you have questions regarding this Service Bulletin, please contact Customer Service at 800-517-9137.

Sincerely,
Entegra Coach



Highland
RIDGE RV

STARCRAFT

Heat Shield in engine compartment omitted

TSB: 18-018

Job Code: 9803415

Series Code: .4 Hr

Publication Date: October

Make: Entegra

Model: Class A MH

Model Year: 2019

REQUIRES PART KIT

INCIDENT	Heat shield missing in engine compartment.	
AFFECTED UNITS	2019 Aspire K13M8062, 8065 K13P8064, 8065 K13R8092, 8094, 8096 2019 Anthem K14F8090, 8091, 8093, 8094 K14H8062 K14W8079, 8080, 8081, 8082, 8084	
PARTS KIT 18-018E	1 Shield, heat 2 - Bolt Hex cap 5/16-18 x 1 inch GR5	
MISC. TOOLS & SUPPLIES	Screw gun Right angle drill driver 5/16" nutsetter bit 9/16" socket & adapter bit	

ACCESS TO THE ENGINE COMPARTMENT

FIG 1: FOR MODELS WITH A REAR BATHROOM:

There is a trap door in the floor of the bathroom.
Lift the rings, turn them 90° to unlock the lid.
Lift the door to access the engine compartment.



FOR MODELS WITH A REAR BEDROOM:

There is no trap door. There is a carpeted hinged step against the wardrobe in the bedroom.
SLIDEOUT MUST BE EXTENDED COMPLETELY TO OPEN THE STEP.



FIG 2: There is a carpeted step beside the bed next to the wardrobe in the bedroom.

FIG 3: There will be 4 lag bolts that must be removed in order to access the engine.
One of those lag screws is shown here circled.



FIG 4: Use the screw gun with the 5/16" nutsetter bit and remove the 4 lag screws.

FIG 5: Shows one of the lags unscrewed. The lags are 4 inches long.

Once the lags are removed, the step can be raised. It is attached to hinges which will allow you to lift up the step and tilt it back toward the wardrobe.

Once opened, you will have access to the engine area, and you can continue with the shield installation. The following instructions to install the shield will apply to all models regardless of bedroom or bathroom.

SHIELD INSTALLATION INSTRUCTIONS (for all models)
All photos are looking down into the engine compartment.

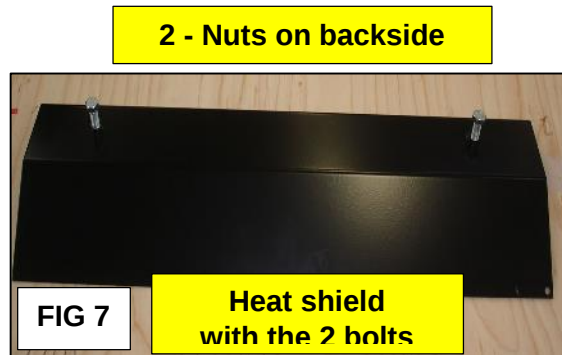
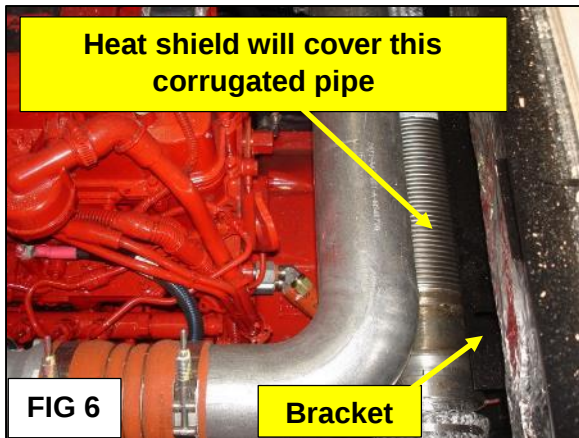


FIG 6: Immediately in front of the access hole, you should see the corrugated pipe. This pipe will be covered by the heat shield. This shield will need to be placed underneath the bracket shown here.

FIG 7: Remove the two bolts from the shield. Nuts are welded on the back side of the shield to make bolt installation easier.

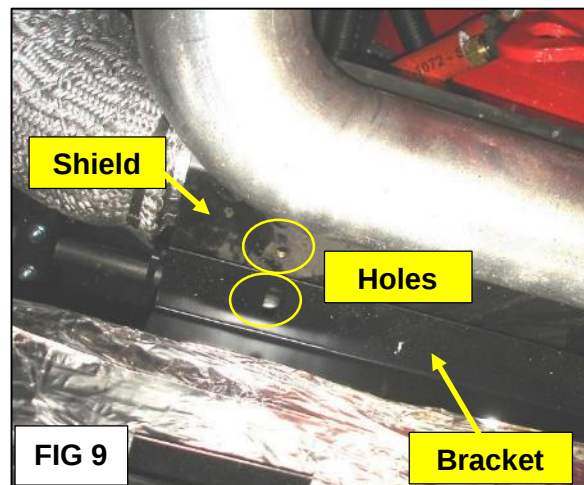
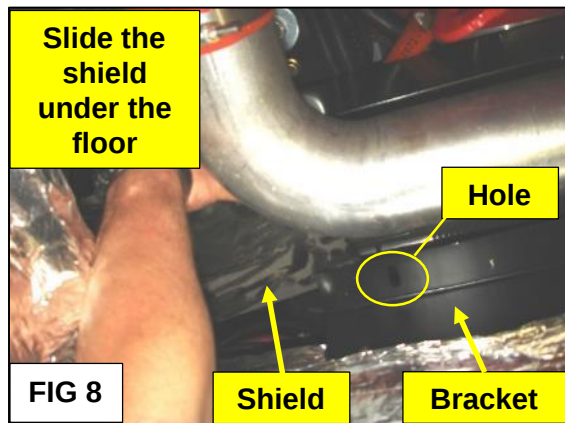


FIG 8: To get the shield in place over the corrugated pipe, you must first slide the shield under the floor at the end of the large elbow pipe. (slide shield to the left)

Welded nuts should be face down, holes face up, and holes in shield should face toward bracket.

FIG 9: Slide the shield to the right, under the large elbow pipe, and underneath the bracket but on top of the corrugated pipe.

Line up the holes in the shield with the oblong holes in the bracket.



FIG 10



FIG 11

FIG 10: Thread a bolt (by hand) in the hole next to the large elbow.
The bolt goes through the bracket first, then into the shield.
Leave the other bolt out temporarily.

FIG 11: Attach the 9/16 socket and socket adapter to the screw gun and tighten the bolt but not completely.
By tightening this bolt, it brings the other end of the shield up closer to the bracket.
This will make it a lot easier to start the second bolt.



FIG 12



FIG 13

FIG 12: Start the second bolt by hand.
Configure the right angle drill driver, and the 9/16 socket and socket adapter on the screw gun as shown in this photo.

FIG 13: Tighten the second bolt using the right angle driver & socket assembly as shown.
Both bolts can now be tightened completely.

FIG 14: Shield is secured in place.
Bolts have been tightened.

For Rear Bathroom models:
Close and lock the trap door.

For Bedroom units:
Close the step, reinstall the lag
screws in the step.



FIG 14



Highland
RIDGE RV

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Service / Parts
TSB Order Form
Fax (800) 825-8409

TSB # 18-018
Publication Date OCT 2018

Dealer Name: _____

Dealer Account Number: _____

Ship To: _____

Attn: _____

Phone: _____ Fax: _____

P.O.# _____

Ship Via: _____

Each unit serial number MUST be recorded when ordering.

Quantity Ordered	Serial Number of Unit (Last 8 Digits)	Part Number	U/M	Unit Price								
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THESE PARTS CAN ONLY BE ORDERED USING THIS FORM.



Technical Service Bulletin Notification TSB #18-018
Unit Serial Number:

Dear Valued Customer:

Jayco has determined that certain Model Year 2019 Entegra, Aspire and Anthem Class A motorhomes require installation of the heat shield in the engine compartment.

Our records indicate that your motor home is affected by this Service Bulletin. Please contact your nearest Entegra dealer to schedule an appointment and present this letter as authorization to have the procedure completed at **no cost** to you.

If you have sold or traded your vehicle, or for any reason cannot have this service performed, please contact Customer Service Department at 800-517-9137.

We apologize for any inconvenience this may cause.

Sincerely,
Entegra Coach