



July 2019

Technical Service Bulletin Notification TSB #19-030

Dear Valued Dealer:

Jayco has determined that certain Model Year 2020 Anthem and Cornerstone Class A motorhomes require a service appointment to replace the battery merge solenoid. The current solenoid may not connect to charge both banks of batteries, resulting in a no start situation.

Our records indicate that the following unit is currently part of the inventory at your dealership and requires the Bulletin repair *prior to delivery*. The new solenoid required for the listed unit shipped with this notification. ***A PARTS ORDER IS NOT REQUIRED. YOU ARE REQUIRED TO RETURN THE ORIGINAL SOLENOID.***

VIN

If you 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 Entegra Customer Service at 800-517-9137.

We apologize for any inconvenience or concern this Bulletin may cause and want to assure you that Entegra is taking all the necessary steps to ensure our product quality meets your expectations.

Sincerely,
Entegra Coach



Technical Service Bulletin Notification TSB #19-030

Unit:

Dear Valued Customer:

Jayco has determined that certain Model Year 2020 Anthem and Cornerstone Class A motorhomes require a service appointment to replace the battery merge solenoid. The current solenoid may not connect to charge both banks of batteries, resulting in a no start situation.

Our records indicate that this Service Bulletin affects your motorhome. Please contact an Entegra dealer to schedule an appointment for this bulletin and let the Dealer know you have the new solenoid required for the repair. This letter and new solenoid are 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 the Entegra Customer Service Department at 800-517-9137.

We apologize for any inconvenience or concern this bulletin may cause and want to assure you that Entegra is taking all the necessary steps to ensure our product quality meets your expectations.

Sincerely,
Entegra Coach

Battery Merge Solenoid Replacement

Bulletin Type:	TSB Technical Service Bulletin	Publication Date:	July 2019
Bulletin #:	19-030	Make(s):	Entegra
Job Code:	9803437	Model(s):	Anthem / Cornerstone
Flat Rate:	1 hour	Model Year(s):	2020

NO PARTS ORDER REQUIRED

The new solenoid shipped to current owner on record (Rtl / Dlr)

Incident:	Battery merge solenoid may not connect to charge both banks of batteries, resulting in a no start condition.
Affected Units:	2020 Anthem L14W8051-8054 2020 Cornerstone L16B8051-8055
Parts:	Parts Kit #: 19-030EN
	Parts Kit Contents: 1-TE Solenoid
Misc. Tools & Supplies:	Screw gun with #2 square drive bit Wire strippers 3/8" wrench 1/2" wrench Crimpers 2 – butt connectors (16-14awg)
Parts Return Information:	<i><u>Original Solenoid must be returned.</u></i>

REPAIR INSTRUCTIONS

MANDATORY BEFORE BEGINNING SERVICE!

- **TURN POWER OFF AT INVERTER #1 (Refer to Fig 2)**
- **TURN POWER OFF AT INVERTER #2 (Refer to Fig 2)**
- **TURN OFF THE 120A BREAKER AT THE DOOR SIDE REAR OF THE COACH.**
- **ENSURE THE GENERATOR IS NOT RUNNING.**
- **TURN OFF ALL 4 BREAKERS PICTURED IN FIG 2.**
- **ENSURE SHORE POWER IS DISCONNECTED FROM THE COACH.**



120A BREAKER



WARNING

FAILURE TO COMPLY WITH THE STEPS ABOVE PRIOR TO SERVICE MAY RESULT IN DAMAGE TO THE MOTORHOME, INJURY OR DEATH.



Fig.1

DCD PANEL

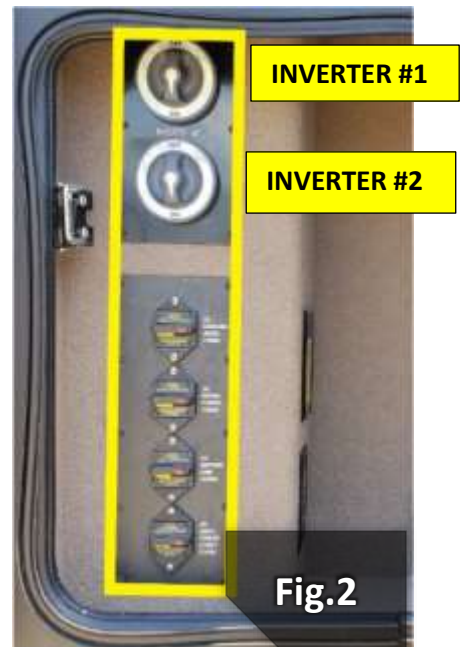


Fig.2

FIG 1:

- Locate the DCD Panel on the coach.
- DCD Panel is located the fourth bay back from the entrance door.

FIG 2:

- Inverter shutoff switches and breakers are located in the same bay as the DCD Panel.



Fig.3

FIG 3:

- **POWER MUST BE DISCONNECTED BEFORE CONTINUING!**
- The DCD Panel is located behind a false carpeted panel.
- False panel is held in place with velcro, simply pull it away to remove it.

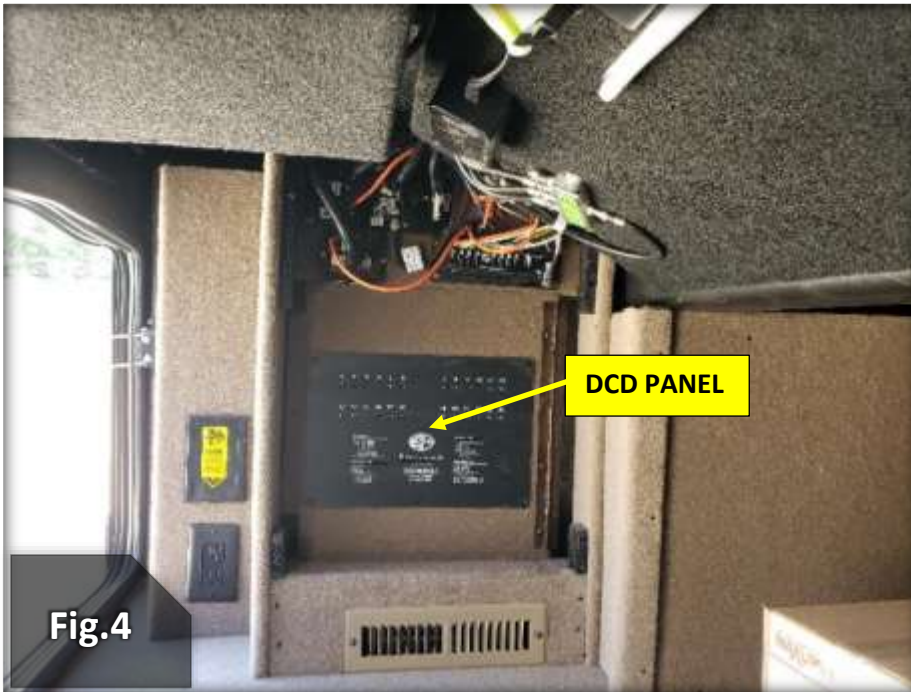


Fig.4

FIG 4:

- DCD Panel with the cover removed.



Fig.5

FIG 5:

- Remove **ONLY** the single retaining screw (square bit) holding the DCD Panel door closed.
- The panel is hinged and will swing out so you can access the back side.
- **DO NOT REMOVE ANY SCREWS HOLDING THE PANEL TO THE WALL.**

FIG 6:

- Locate the Gigavac Solenoid on the back side of the DCD Panel.
- Take note of cable and wire colors on the Gigavac Solenoid as they will need to be removed and re-installed on the new Solenoid in the same positions further on in the instructions.



Fig.6



FIG 7 & 7A:

- Locate the Economizer assembly (**Fig 7 & 8**).
- Unplug the white connector (with Black, Red, Blue wires) from the DCD Panel (**Fig 7A**) (this connector will be re-installed later in the instructions)
- Unplug the black header from the top of the Gigavac Solenoid.

NOTE: The Economizer assembly may have a different color shrink wrap that what is pictured in **Fig 8**.

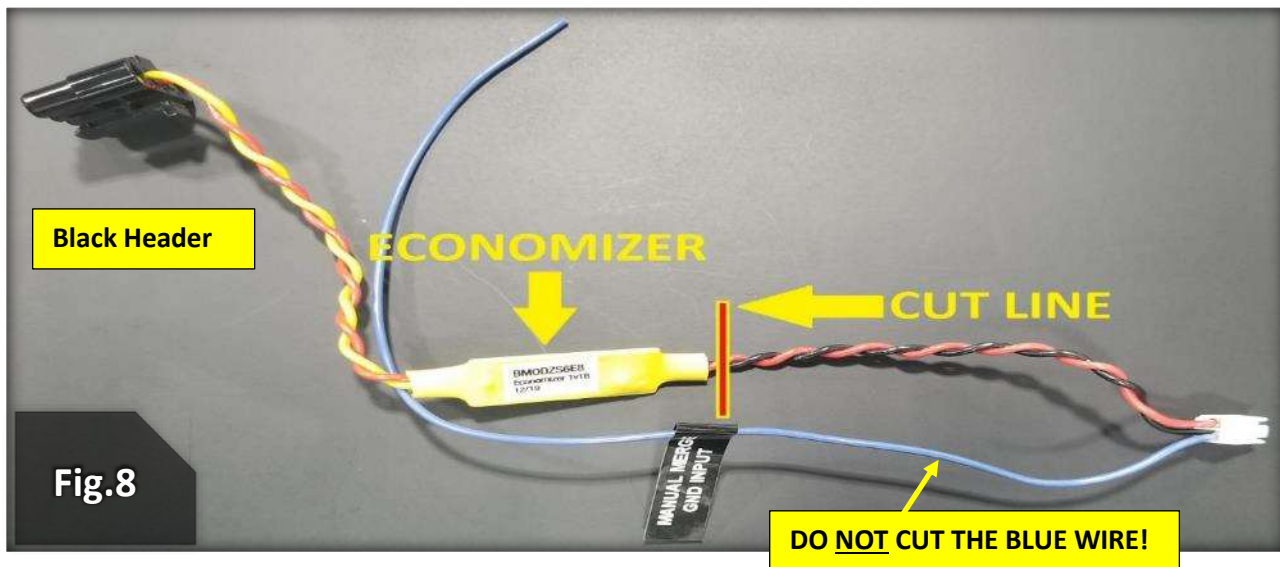


FIG 8:

- On the opposite side of the black header, cut the Red and Black twisted pair of wires (**DO NOT CUT THE BLUE WIRE!**).
- Ensure the cut is as close to the Economizer as possible to allow maximum wire length.
- The black header with the Economizer attached may be discarded.

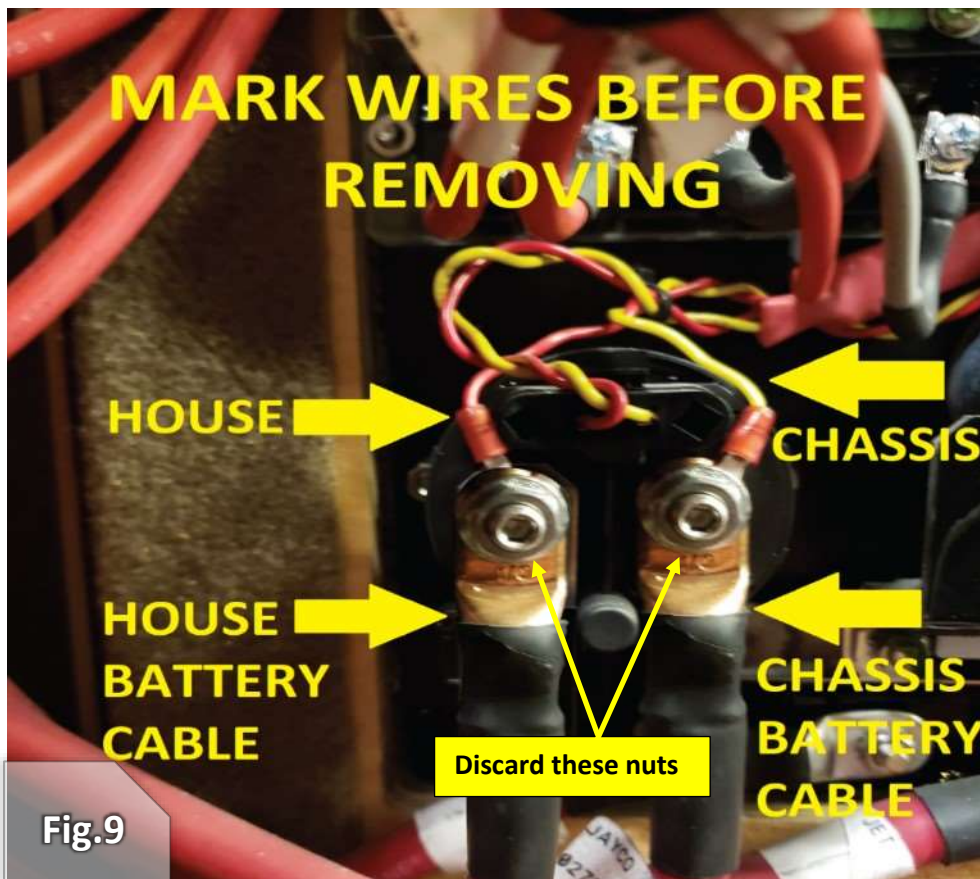


Fig.9

FIG 9:

- **ENSURE CIRCUIT BREAKERS ARE TURNED OFF BEFORE THIS STEP!**
- Mark and then remove Chassis and House sense wires (Red & Yellow wires) from the top of the Gigavac Solenoid.
- Mark and remove Chassis and House battery cables.
- Discard the nuts previously used to secure the House and Chassis terminals (**Fig 9**).

FIG 10:

- Remove the old Gigavac Solenoid from the panel.
RETURN THE OLD SOLENOID TO JAYCO. There are 2 nuts securing it to the panel. (Refer to rectangular box with yellow line pointing to one of the nuts)

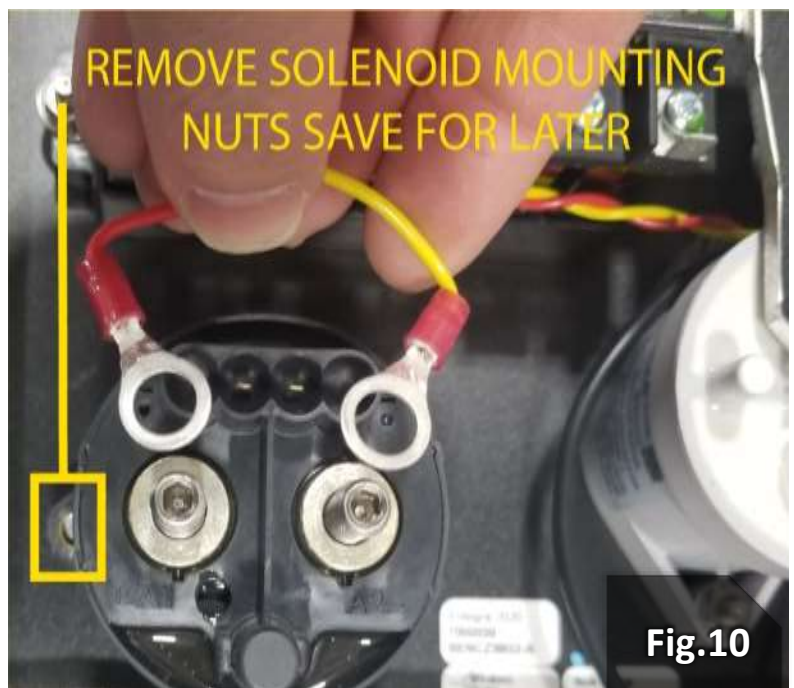


Fig.10

FIG 11:

- Install the new TE Solenoid from the kit, and secure with nuts that were previously used to secure the Gigavac Solenoid to the panel.
- TE Solenoid should be installed exactly as shown with the 2 pairs of wires positioned at the top.

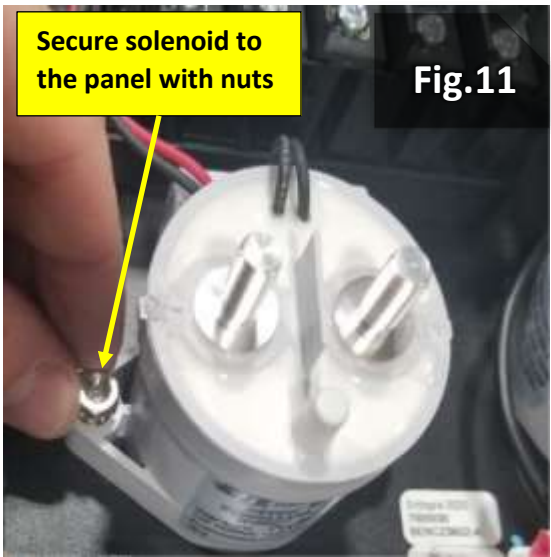
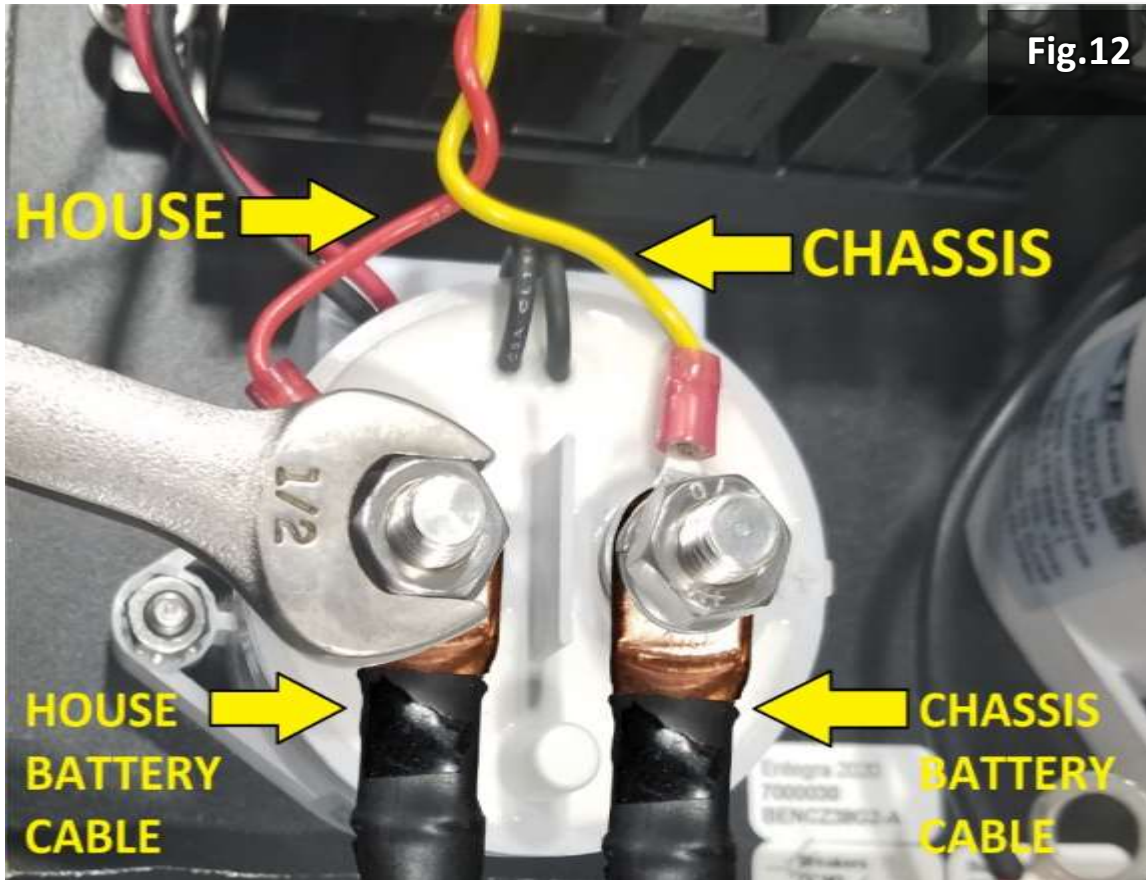


FIG 12:

- Install the House & Chassis battery cables first on the proper solenoid terminals.
- Then install the House (red wire) & Chassis sense (yellow wire) on the proper terminals.
- Use the new hardware provided with the new TE solenoid:
- Install the washers on the solenoid terminals.
- Install the nuts on the solenoid terminals.
- Tighten the nuts using the wrenches.



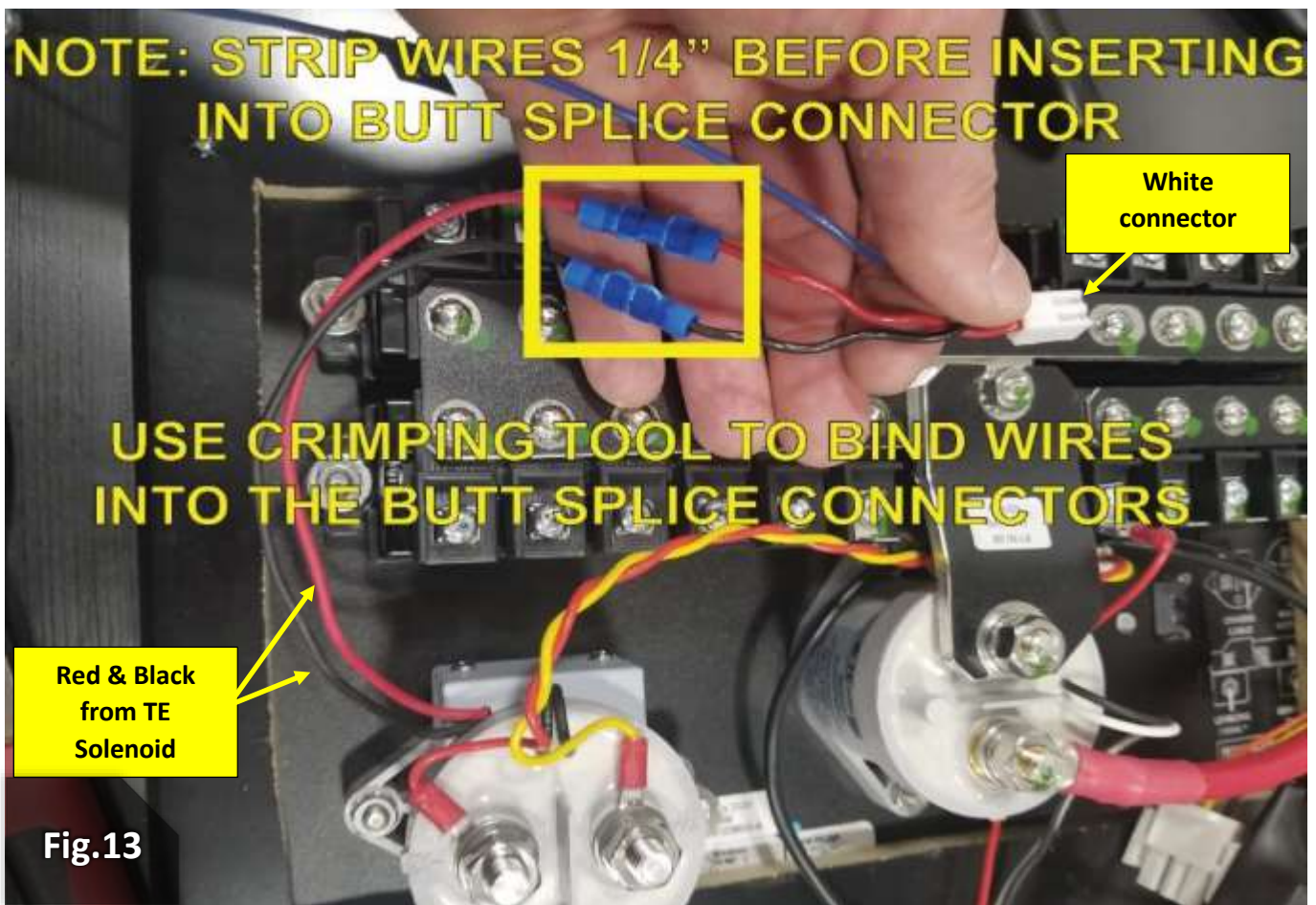


FIG 13:

- Strip the following wires 1/4":
- Red & Black wires from the TE Solenoid.
- Red & Black wires from the white connector (**From Fig 8**)
- Crimp the black wire from the TE solenoid to one end of a butt splice connector.
- Crimp the red wire from the TE solenoid to one end of a butt splice connector.
- Crimp the black wire from the white connector to the other end of the butt splice connector with the black wire attached.
- Crimp the red wire from the white connector to the other end of the butt splice connector with the red wire attached.
- Wires should be connected: black to black, and red to red (as shown).

FIG 14:

- Insert the white connector (with the Red, Blue, and Black wires) back into the header it was removed from in **Fig 8**. (circled in photo)
- Header is located next to the TE Solenoid. Make sure the connector is securely connected.
- Make sure the Manual Merge Ground Input (Blue wire) is still connected to ground.
- Secure any loose wires, close the DCD Panel and reinstall the retaining screw.
- Replace the false panel back over the DCD Panel.



TESTING THE INSTALLATION:

FIG 15 & 16:

- Turn power **ON** to the coach by performing the following steps.
- Open the last compartment on the entrance door side of the coach, there are two breakers (**Fig 15**).
- Turn both breakers **ON**. (120A and 150A) Breakers are shown **ON** in photo.
- Open the 4th bay back from the entrance door.
- Locate the row of 4 breakers (**Fig 16**).
- Turn **ON** the **BATTERY LINK** breaker which is circled in **Fig 16**.
- Turn the ignition **ON**.



FIG 17, 18 & 19:

- Locate the **BATTERY BOOST** switch to the left of the driver seat.
- Locate the chassis battery voltage indicator to the right of the RPM gauge on the digital instrument panel screen (**Fig 19**).
- Take note of the voltage shown on the gauge.
- After noting the voltage, press and hold the **BATTERY BOOST** button (**Fig 18**) for a minimum of 30 seconds to verify the battery voltage changes.
- If the voltage changes, the merge solenoid is working correctly.
- Turn ignition **OFF**.



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 at 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.