



July 2019

Technical Service Bulletin Notification TSB #19-036

Dear Valued Dealer:

Jayco has determined that certain Model Year 2019-2020 Emblem, Precept, Precept Prestige and 2019 Seneca motorhomes require a service appointment to validate a false reading on the generator hour meter. Repair consist of installation of a diode in the hour meter circuit to prevent interference / false readings.

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

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 Jayco Motorized Customer Service at 800-517-9137.

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

Sincerely,
Jayco Motorized



Generator Hour Meter

Bulletin Type:	Technical Service Bulletin TSB	Publication Date:	July 2019
Bulletin #(s):	19-036	Make(s):	Jayco Entegra
Job Code(s):	9803441	Model(s):	Precept, Precept Prestige, Seneca Emblem
Flat Rate(s):	.3 hour	Model Year(s):	2019-2020

Incident:	False hour meter reading due to circuit interference.
Affected Units:	<p>2019 Precept Prestige K1DH0052-0082 DT0063-0083 DU0082-0111</p> <p>2019 Seneca K1HB0097-0157 HF0090-0124 HG0070-0089 HJ0076-0104 HK0115-0185</p> <p>2019 Precept K1UA0098-0132 UG0052-0138 UK0110-0125 UL0166-0260 UV0110-0138</p> <p>2019 Emblem K1DH8052-8112 DT8091-8126 DU8126-8183</p> <p>2020 Precept Prestige L1DH0051 DU0051-0053, 0055</p> <p>2020 Precept L1UG0051-0065, 0067-0074 UL0051-0054, 0056-0079 UV0051-0055</p> <p>2020 Emblem L1DH8051-8059 DT8051-8054 DU8051-8058</p>
Parts Kit:	Parts Kit #: 19-036JM
	Contents: Diode – 3A 500V
Misc. Tools & Supplies:	<p>Small flat blade screwdriver</p> <p>Crimpers</p> <p>Wire strippers</p> <p>Butt connector 16-14 awg (Qty 1)</p>
Parts Return Information:	NA

REPAIR INSTRUCTIONS

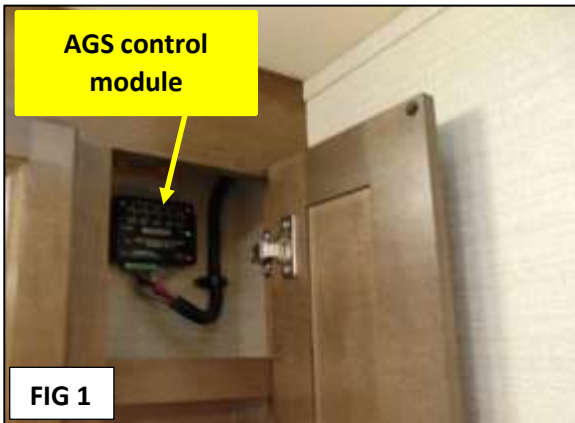


FIG 1:

- Locate the AGS control module.
- Typically located in a bathroom cabinet or a cabinet in the living area.



FIG 2:

- AGS control module in the cabinet.

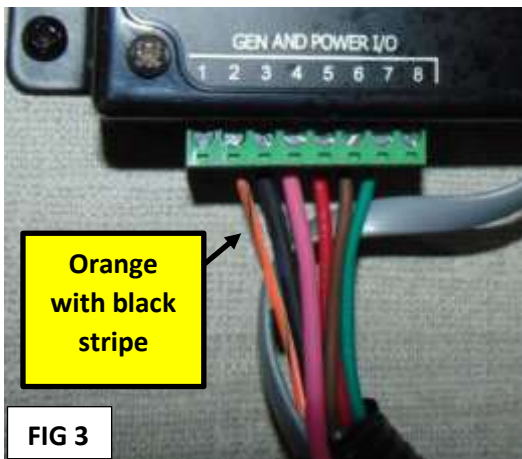


FIG 3:

- Locate the orange wire with black stripe connected to terminal #2 of the AGS Module.
- Use the small flat blade screwdriver and disconnect this wire from terminal #2.

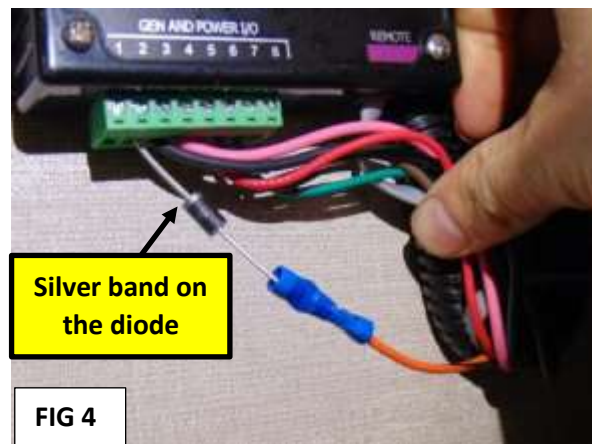


FIG 4:

- Strip the orange wire with black stripe approximately 3/8 inch.
- Crimp a butt connector on to the end of the orange/black striped wire.
- Crimp the diode provided to the other end of the butt connector.
- **THE DIODE IS POLARIZED – CONNECT THE DIODE AS FOLLOWS:**
- **SILVER BAND END OF THE DIODE CONNECTS TO TERMINAL #2 OF THE AGS CONTROL MODULE.**
- **BLACK END CONNECTS TO THE BUTT CONNECTOR.**

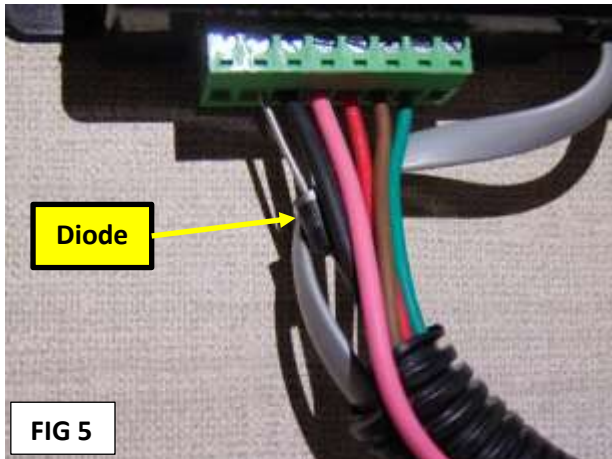


FIG 5:

- Tuck the diode and the orange/black stripe wire back into the loom.

The addition of the diode at the AGS controller will prevent the hours meter from activating when the generator is not being used.

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.

903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-0608 • Fax: (574) 825-0572



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Unit VIN:

Dear Valued Customer:

Jayco has determined that certain Model Year 2019-2020 Emblem, Precept, Precept Prestige and 2019 Seneca motorhomes require a service appointment to validate a false reading on the generator hour meter. Repair consist of installation of a diode in the hour meter circuit to prevent interference / false readings.

Our records indicate that your motorhome is affected by this Service Bulletin. Please contact your nearest Jayco/Entegra dealer to schedule an appointment and present this letter as authorization to have the procedure completed at **no cost** to you. The bulletin repair will take approximately one half hour.

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

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

Sincerely,
Jayco Motorized



Highland
RIDGE RV

STARCRAFT

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

TSB # 19-036
Diode to prevent interference to hour meter circuit

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
1		19-036JM KIT, DIODE 9803441	EA	N/C
1		19-036JM KIT, DIODE 9803441	EA	N/C
1		19-036JM KIT, DIODE 9803441	EA	N/C
1		19-036JM KIT, DIODE 9803441	EA	N/C
1		19-036JM KIT, DIODE 9803441	EA	N/C
1		19-036JM KIT, DIODE 9803441	EA	N/C
1		19-036JM KIT, DIODE 9803441	EA	N/C
1		19-036JM KIT, DIODE 9803441	EA	N/C

THESE PARTS CAN ONLY BE ORDERED USING THIS FORM.