



July 2019

Technical Service Bulletin Notification TSB #19-038

Dear Valued Dealer:

Jayco has determined that certain Model Year 2020 Entegra, Qwest motorhomes require a service appointment for installation of the GPS antenna cable omitted during manufacturing. The cable is required for the GPS maps to function correctly.

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 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



ANTENNA CABLE INSTALLATION

Bulletin Type:	TECHNICAL SERVICE BULLETIN TSB	Publication Date:	July 2019
Bulletin #:	19-038	Make(s):	Entegra
Job Code:	9803442	Model(s):	Qwest
Flat Rate:	1.3 Hours	Model Year(s):	2020

Incident:	GPS Antenna Cable omitted
Affected Units:	2020 Qwest L1ZL8051-8057, 8059-8062 L1ZK8051-8058
Parts Kit:	Antenna Cable
Misc. Tools & Supplies:	Screw gun with #2 square drive bit Staple gun Small flat blade screwdriver

REPAIR INSTRUCTIONS

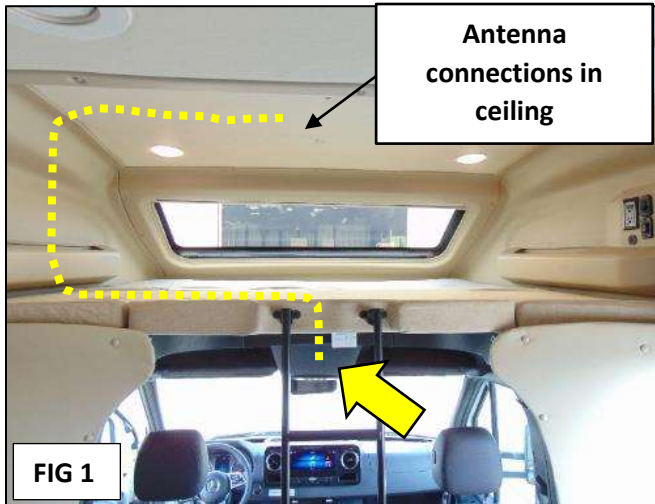


FIG 1:

- The antenna cable supplied in the kit, must be connected to the roof antenna connections which are behind the ceiling panel, and to the connectors inside the ceiling console (large arrow).
- Dashed line shows how the cable will need to be installed to reach the roof antenna.

FIG 2:

- Remove the pads, and the ladder from the upper cab bunk.
- Remove the plastic front window surround (large arrow). (Approximately 12-15 screws)
- Pull the bottom of the window trim out first. (save the hardware for re-install)



FIG 3:

- Front window surround removed.

FIG 4:

- Remove the upper driver side panel in the cab bunk area (large arrow). (approximately 12-15 screws)
- In order to slide the panel out, the two screws on the adjoining panel must be removed also (**See Fig 5**).

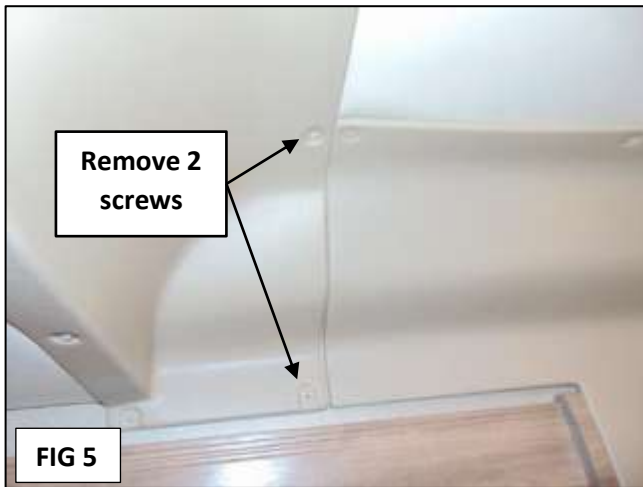


FIG 5:

- Remove the two screws on the adjacent panel above the window on driver side.
- Side panel slides in behind these screws.



FIG 6:

- Driver side panel removed.

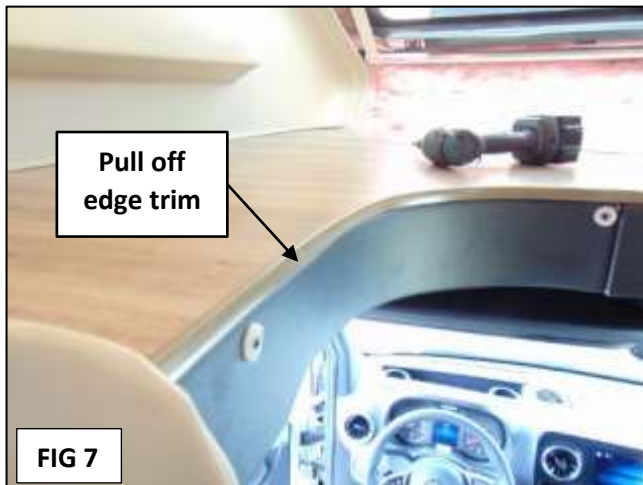


FIG 7:

- Remove the faux wood edge trim around the cab bed opening. It is a press fit and just pulls loose.

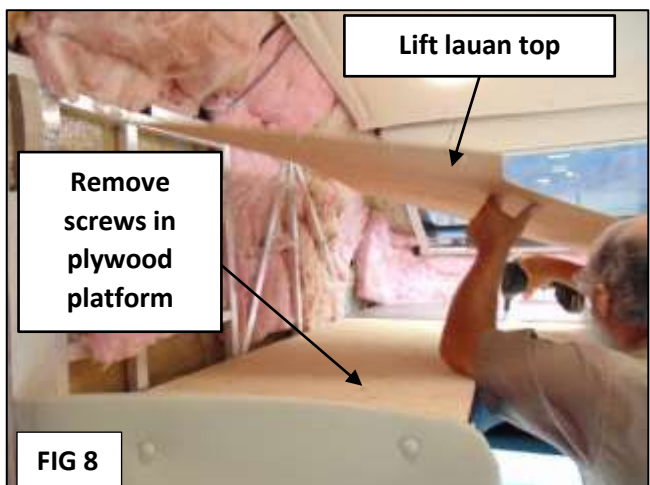


FIG 8:

- Pull up the decorative 1/8" thick luan top (it is stapled down).
- Pull up only the driver side, over to where the ceiling console is located.
- Remove approximately 9-10 screws holding the plywood platform down.
- Remove enough screws to lift the platform up to run the antenna wires under it from the ceiling console over to the driver side wall. (See Fig 9).

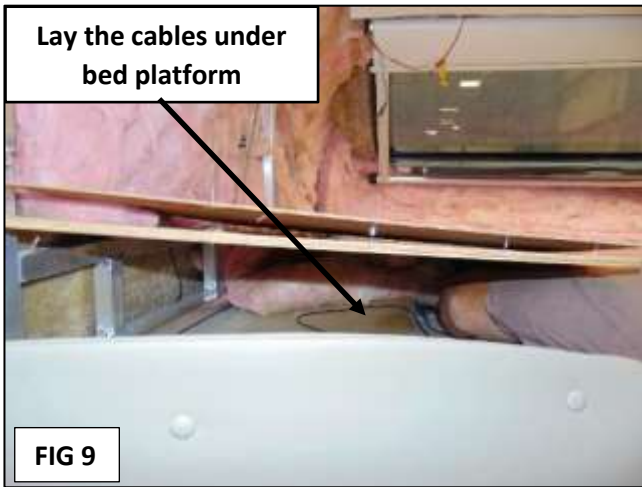


FIG 9:

- Place antenna cables under the plywood bed platform.
- Cables will be routed over to the driver side wall, and down into the ceiling console.

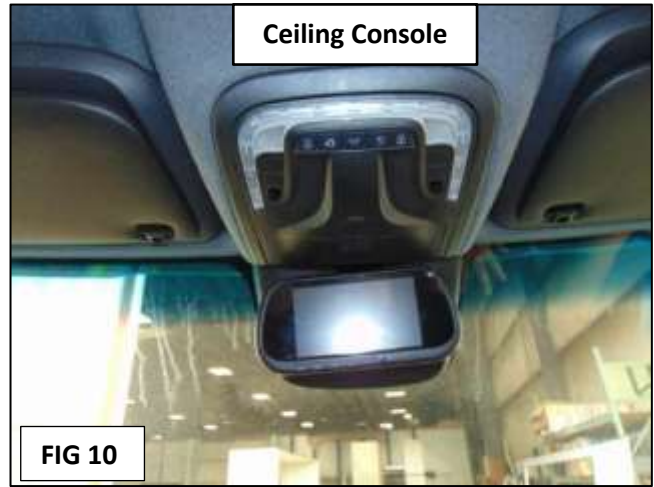


FIG 10:

- Ceiling Console between the visors.

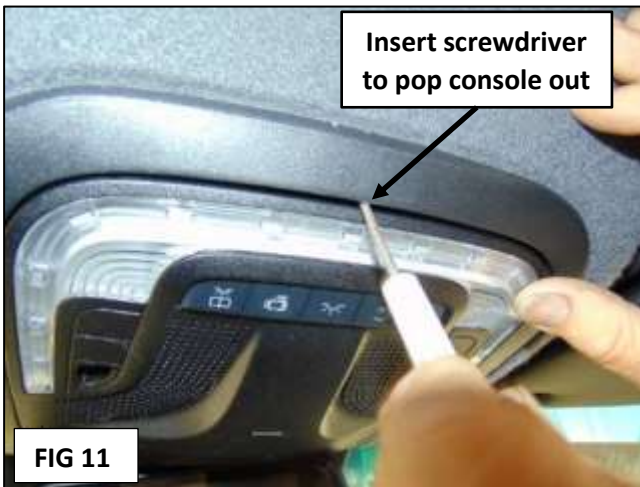


FIG 11:

- Pop the ceiling console loose to gain access to the antenna connectors.
- Use the screwdriver and insert it into the gap on the side away from the windshield.
- Gently push the screwdriver handle toward the ceiling and the console will pop loose. (See Fig 12)



FIG 12:

- Arrow is pointing to the piece you will be prying against with the screwdriver.
- Lift the console out at the windshield end and it will hang by the wires.

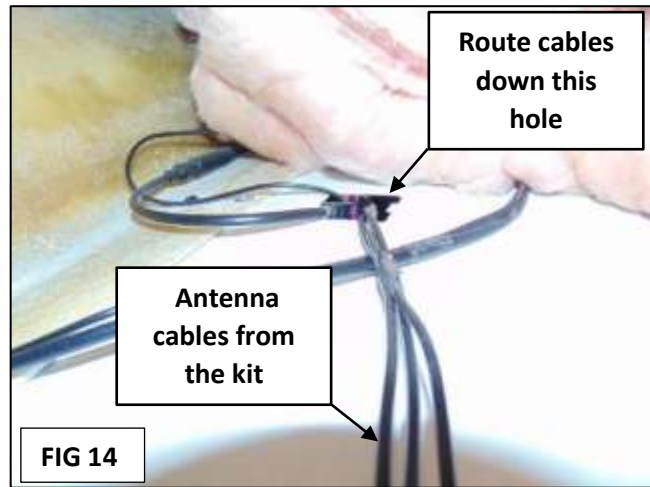
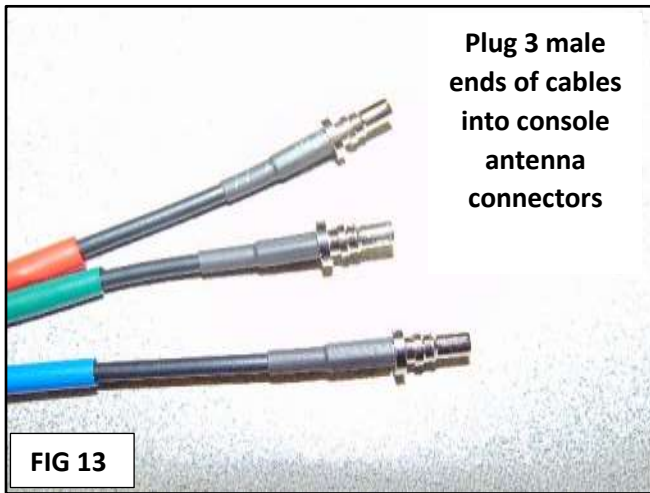


FIG 13:

- Route the **male** ends of the antenna cables from the bed platform, down through the square hole in the ceiling console (**Fig 14**).
- There is colored tape on each of the 3 antenna wires that matches the connector colors.
- Plug the wire with red tape to the red connector, green tape to green connector and blue tape to the blue connector.
- Male** ends of the cables connect to the ceiling console antenna connectors (**Fig 15**).

FIG 14:

- Route the cables from the bed platform area through this square hole which is located above the ceiling console in the console cavity.

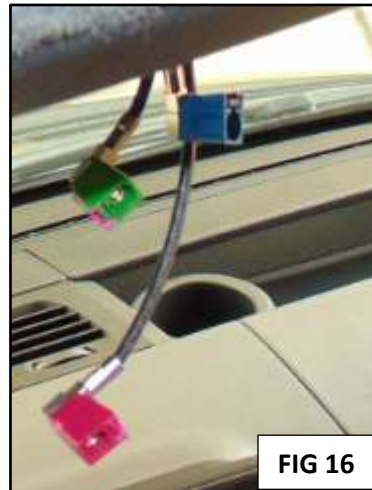
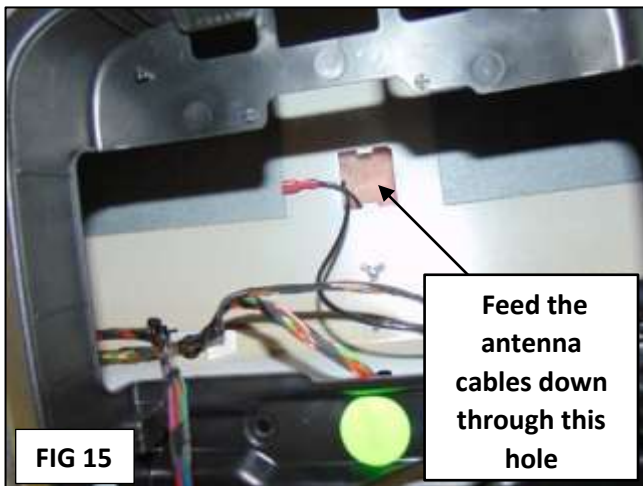


FIG 15:

- Route the antenna cables with male ends, down through this square hole which is above the ceiling console mounting cavity.

FIG 16:

- These are the 3 antenna connectors at the ceiling console (Red, Green and Blue)
- Connect the 3 "male" ends to these colored connectors at the console.

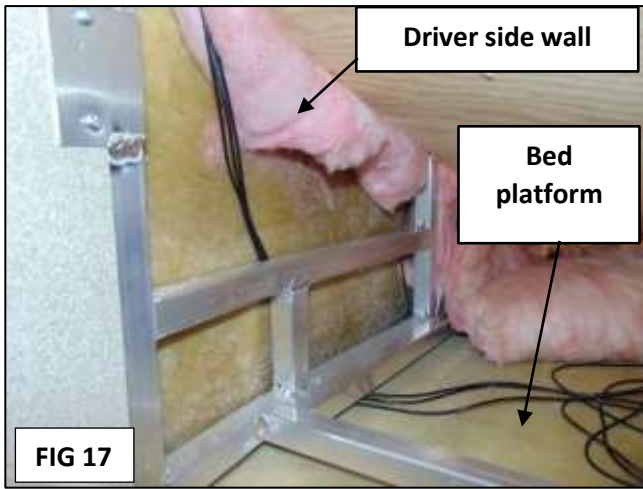


FIG 17:

- Route the cables under the plywood bed platform, over to the driver side wall.

FIG 18:

- Route the cables up the driver side wall, behind the aluminum tubing as shown.
- Run the cables up behind the ceiling panel.
- The ceiling panel will need to be loosened to gain access behind it.



FIG 19:

- Remove the screws holding the driver side half of the ceiling panel.
- The entire ceiling panel does not have to come down.
- Remove 2 screws with buttons in the center of the ceiling panel (**Fig 20**).
- Pull down the ceiling panel enough to access the antenna connections which are approximately at the center of the ceiling panel.

FIG 20:

- Remove 2 buttons, screws and screw cups in the center of the ceiling panel (circled).

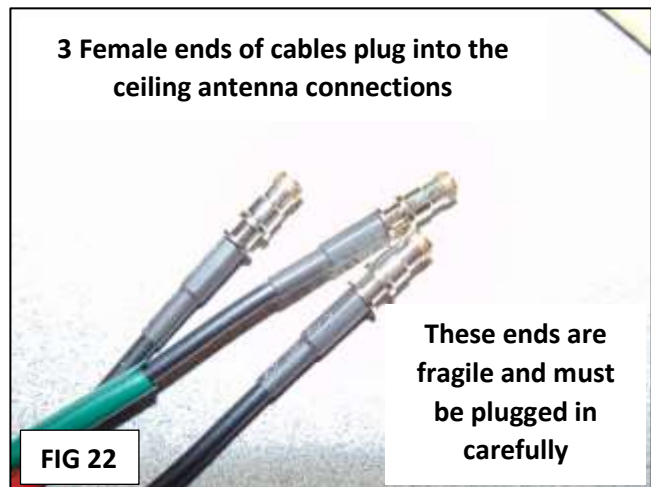
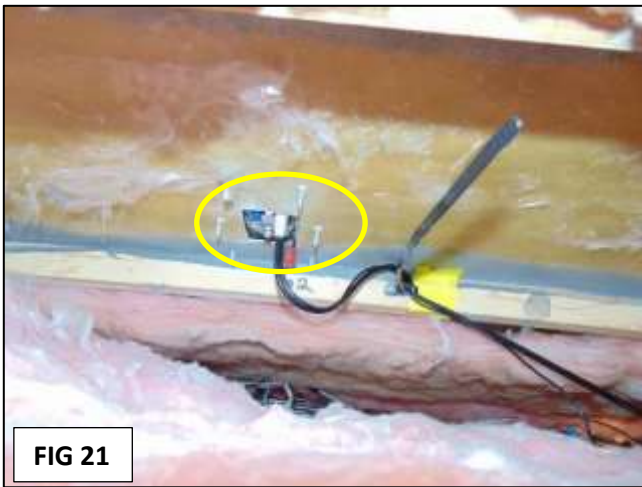


FIG 21:

- Antenna connection location in ceiling (circled).
- There is already one connection to the roof antenna plugged into a Black connector.

FIG 22:

- Female ends of the cables which plug into the antenna ceiling connectors (Fig 23).
- **NOTE: THESE CONNECTORS ARE VERY FRAGILE, CARE MUST BE TAKEN WHEN PLUGGING THEM IN.**

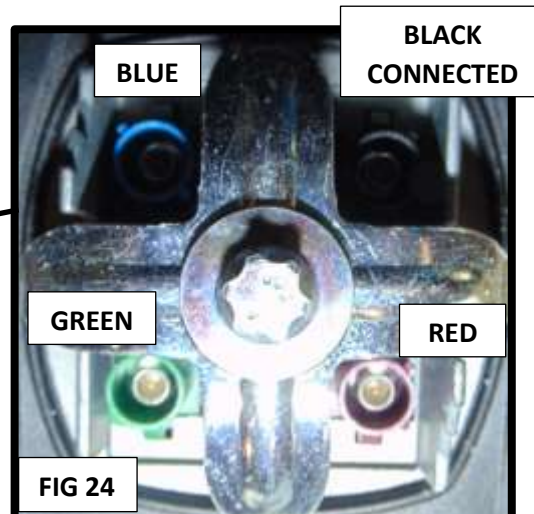
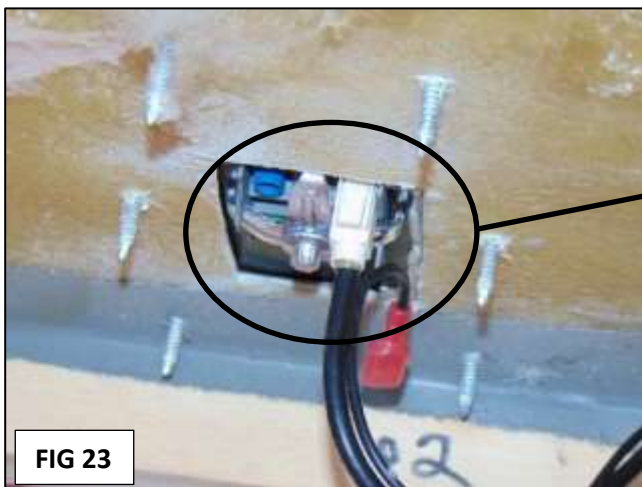


FIG 23 & 24:

- Antenna connections in the ceiling.
- The “female” ends (Fig 22) of the cable will plug into the RED, GREEN and BLUE locations on the antenna.
- Plug in the female connectors to the antenna connections.
- Match the colored tape on the wires with the colored connectors. Red to Red, Blue to Blue and Green to Green.

TEST THE CONNECTIONS:

Activate the GPS screen on the radio.

FIG 21:

- The map should now appear showing your correct location on the screen.

Reinstall the ceiling panel using screws removed previously.

Reinstall 2 screws, screw cups and buttons in the middle of the ceiling panel (**Fig 20**).

Reinstall the plywood platform for the cab bed using screws removed previously.

Reinstall the decorative lauan, staple it back on to the plywood platform.

Reinstall the press on edge trim around the platform cutout.

Reinstall the driver side wall panel, tucking it behind the plastic ceiling trim above the window (**Fig 5**).

Reinstall the front window surround – insert the bottom first, then push in the top. Reinstall using screws removed previously.



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



July 2019



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Unit VIN:

Dear Valued Customer:

Jayco has determined that certain Model Year 2020 Entegra, Qwest motorhomes require a service appointment for installation of the GPS antenna cable omitted during manufacturing. The cable is required for the GPS maps to function correctly.

Our records indicate that your motorhome 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. The bulletin repair will take approximately one and a half hours.

If you have sold or traded your vehicle, or for any reason cannot have this service performed, please contact the 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,
Entegra Coach



Highland
RIDGE RV



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

TSB # 19-038
GPS Antenna Cable
2020 Qwest

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 One Kit per affected Unit Serial Number EXTRA STOCK ORDERS ARE NOT PERMITTED	U/M	Unit Price
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C
1		19-038EN KIT, ANTENNA CABLE 9803442	EA	N/C

THESE PARTS CAN ONLY BE ORDERED USING THIS FORM.

