



XITE 360* CAMERA TROUBLESHOOTING MY20 & 21

Bulletin Type:	INC
Bulletin #(s):	20-008
Job Code(s):	N/A
Flat Rate(s):	N/A

Publication Date:	March 2020
Make(s):	EMBARK, REATTA, ENTEGRACOACH
Model(s):	UNITS EQUIPPED W/XITE 360* CAMERA
Model Year(s):	MY2019 TO 2021

Incident:	"NO VIDEO DETECTED" on camera monitor screen.
Affected Units:	UNITS EQUIPPED W/XITE 360* CAMERA
Parts Kit:	Parts Kit #: N/A
	Parts Kit Contents: N/A
Misc. Tools & Supplies:	N/A
Parts Return Information:	N/A

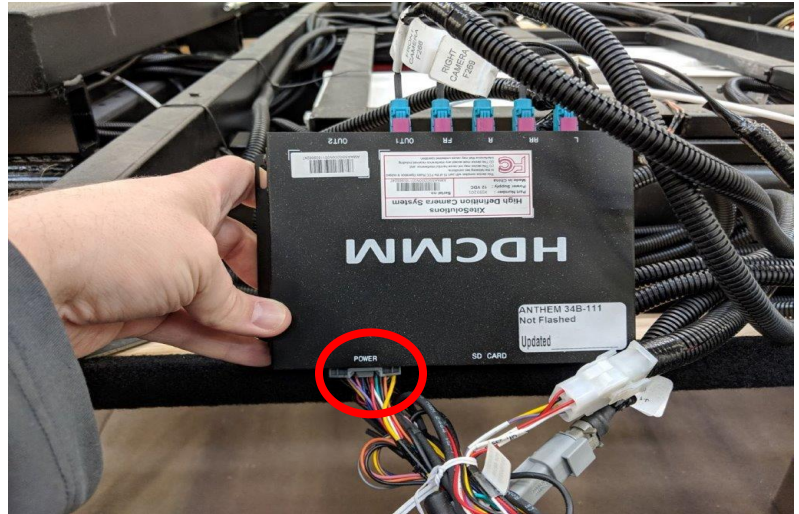
INSTRUCTIONS

- C: The top camera screen displays "NO VIDEO DETECTED" on the top screen.
- C: Camera, cable, or HDCMM port has failed.
- C: Perform a hard reset on HDCMM. Then test components and replace as necessary.

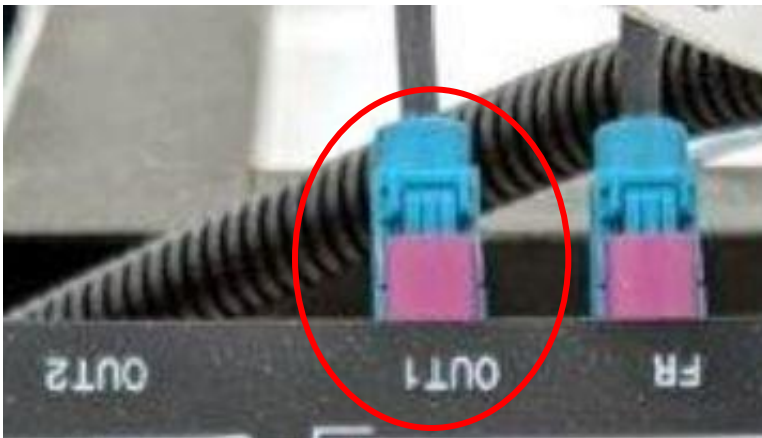
The HDCMM will be found in the third cargo door from the front driver side tire; fastened to the cargo ceiling.



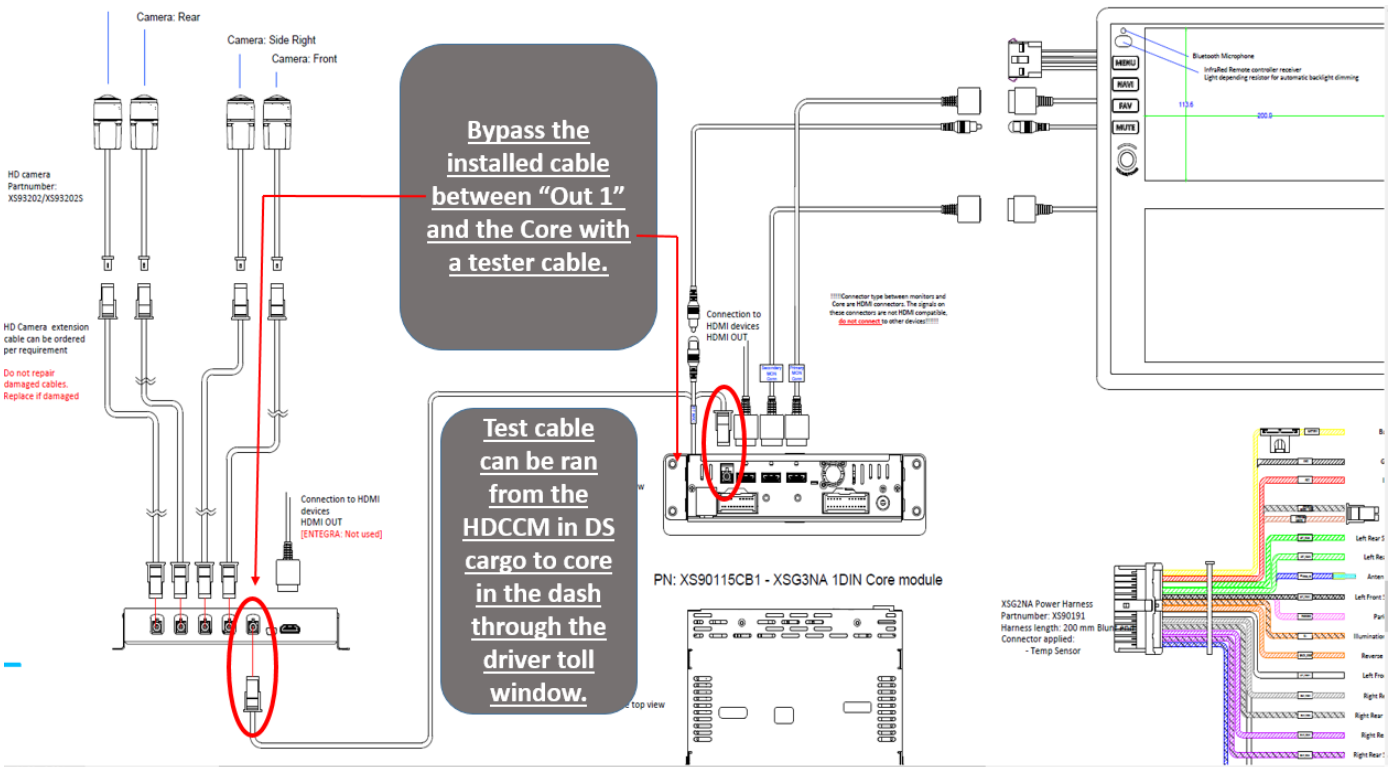
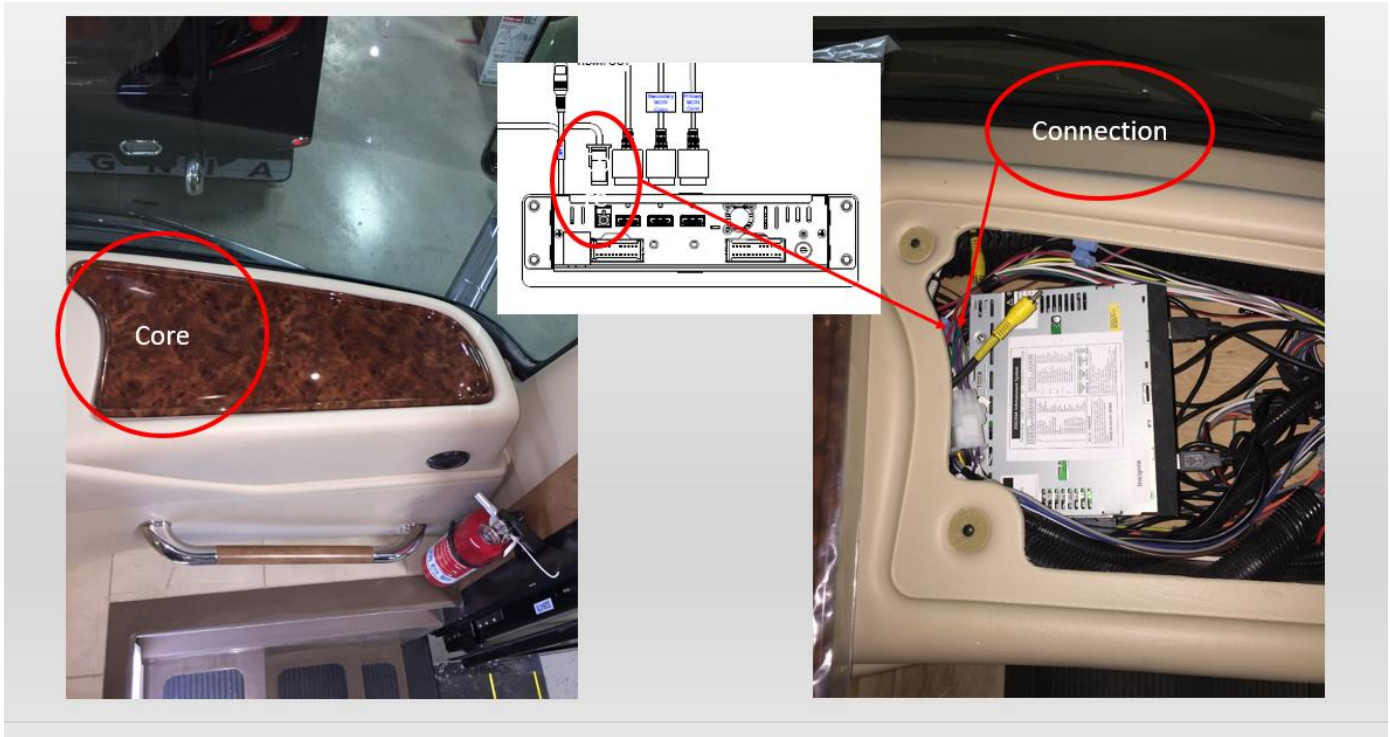
First do a hard reset on the HDCMM by pulling the power harness for 10 seconds, when troubleshooting any issue.



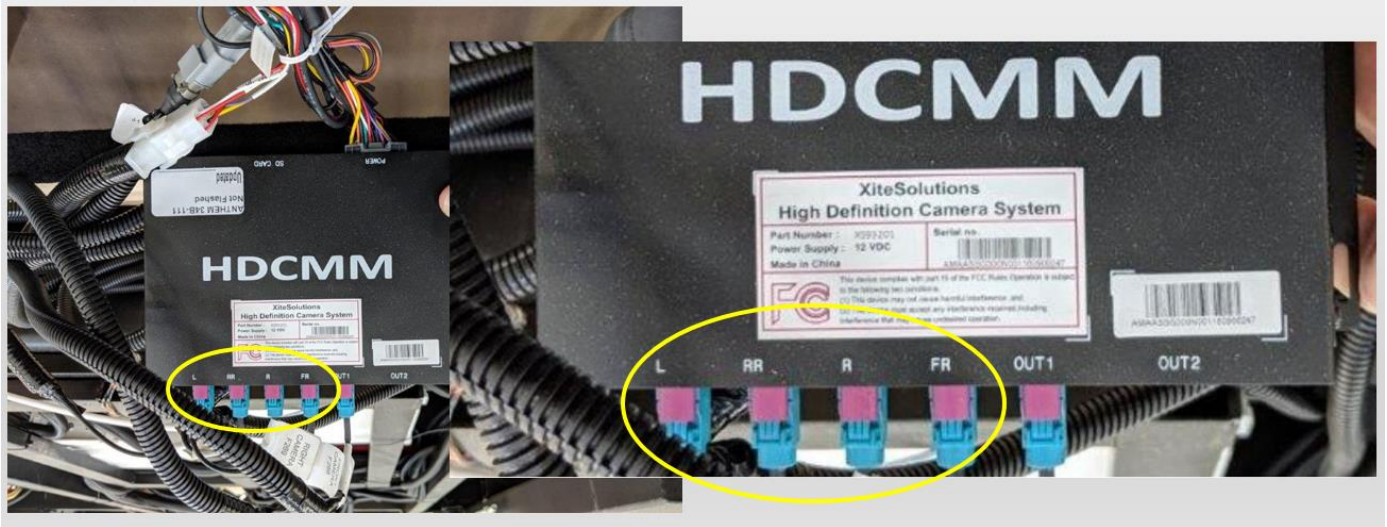
If no image is present from the HDCMM, on screen will be “No Video Detected”. If after a hard reset the screen still shows “No Video Detected”, **bypass the installed cable between “Out 1” and the Core with a tester cable.** This confirms whether or not the installed cable is damaged.



The Core will be located in the dashwell in front of the passenger seat.
 The connection for the HDCMM will be at the front back side of the core.



Follow this same method to test the individual lines to each camera. Bypass the installed cable with a known good tester cable. Damaged cables cannot be repaired, must be replaced.



Test the HDCMM port by swapping the cable with a known working cable. (Plug a known working left camera feed into the suspect front camera input.)

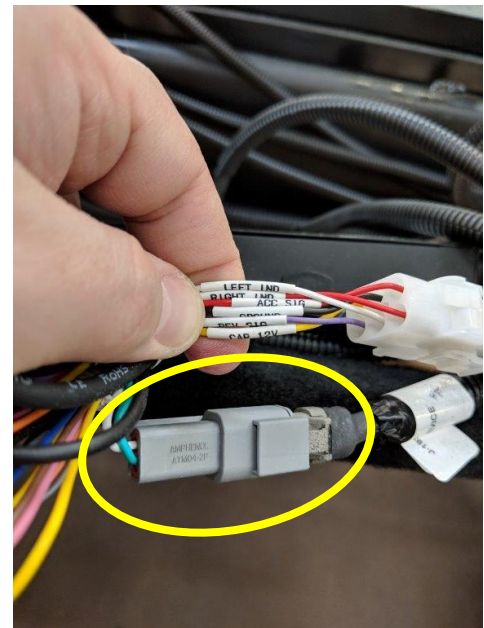
If the known working feed does not appear at the suspect input, you have confirmed the port is bad.



Each camera is the same and can be swapped around on the outside of the coach. The HDCMM determines which view is which. Be sure to install a replacement camera in the exact same location as the factory installed camera. This will insure the 360 image looks correct when done.



Dynamic Parking Gridlines will appear on screen when in reverse. If the lines are not moving with the steering wheel, **check the CAN hi and lo connection at the HDCMM. (White and Green twisted pair.)** If connection is made at the HDCMM, contact **Spartan Motors (800 543 4277)** in regards to troubleshooting the steering wheel sensor.



The 360 view is programmed to the specific Entegra Coach model floor plan. For example the Anthem 14F programming would be different from the Anthem 14B floorplan. Contact **Riverpark (800-442-7717)** for specific firmware if programming is needed.

When specific firmware is acquired from Riverpark directions may also be provided for flashing and programming the HDCMM box located in the cargo area.

In order to flash the HDCMM with new firmware, the first step is to insert the MicroSD card with the update files into the HDCMM itself. The update process itself is done via the primary screen of the G3. First you need to set the G3 Primary screen so that the touchscreen coordinates are immediately forwarded to the HDCMM.

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 in 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. Jan. 2019.

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