



## BONDED KITCHEN WINDOW (2100271) FORK REPLACEMENT INSTRUCTIONS

<b>Bulletin Type:</b>	SRP	<b>Publication Date:</b>	October 2020
<b>Bulletin #(s):</b>	20-029	<b>Make(s):</b>	Jayco Class A Entegra Class A
<b>Job Code(s):</b>		<b>Model(s):</b>	Cornerstone, Anthem, Aspire, Reatta XL, Reatta, Embark
<b>Flat Rate(s):</b>	.75	<b>Model Year(s):</b>	MY2021

*\*\* If affected unit has warranty remaining, submit your Claim following the normal process.*

<b>Incident:</b>	The vent section of the Kitchen window fails to unlatch and slide open due to a broken window fork for Fresco window (2100271).
<b>Affected Units:</b>	All rear engine diesel units.
<b>Parts Kit:</b>	Contact Entegra Coach Customer service for authorization to have the window fork replaced. Once authorized, the Entegra customer service representative will have the window fork dropped shipped direct from the vendor.
	(6) 5mm Square Spacer Blocks (1) Window Fork for Fresco Window (2100271)
<b>Misc. Tools &amp; Supplies:</b>	Standard/Flat Screwdriver 7mm Socket w/ Ratchet or 7mm Nut Driver Small-Precise Needle Nose Pliers
<b>Parts Return Information:</b>	None

## INSPECTION INSTRUCTIONS

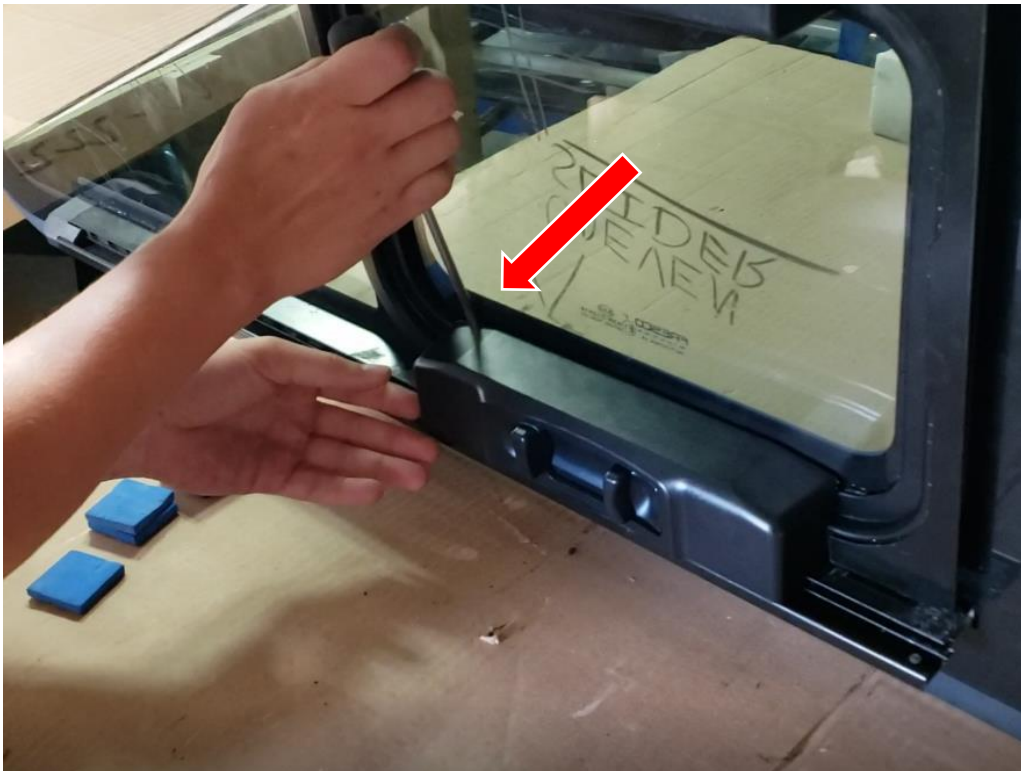
Inspect your window to insure it is a Fresco Window - 2100271 Jayco Galley Window with Royal hardware.

## REPAIR INSTRUCTIONS

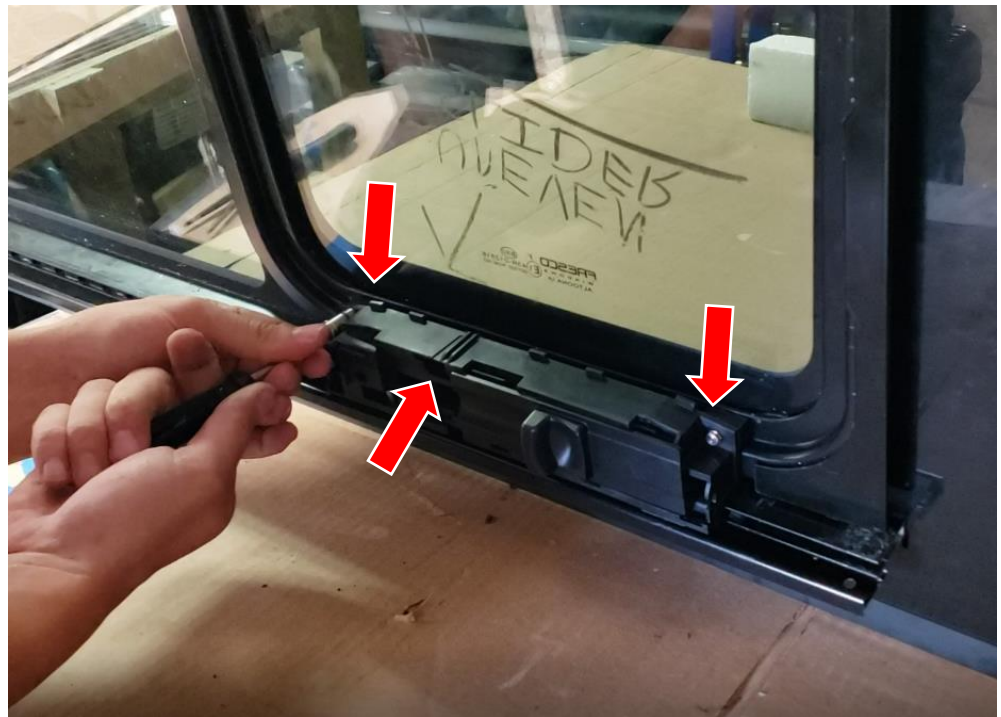
Tools required for this repair are as shown.



1. Being mindful of the painted window frame and glass pane insert a screwdriver behind top edge of the patch cover piece and carefully pull/pry outwards towards user. We suggest a soft cloth or like material on the head/face of the screwdriver to prevent surface damage to the window frame and/or glass. See picture below



2. Use a 7mm socket/driver to remove the 3-exposed 7mm nuts across top edge of the bottom latch assembly as shown in the picture to the right.



3. Compress the latch mechanism by squeezing latch handle towards the left side of the latch assembly to bring top of sliding window frame outward towards user. Place a stack of 3-square spacer blocks (15mm total) between rear window pane and sliding window frame at user's top left corner of the sliding window frame as shown below.



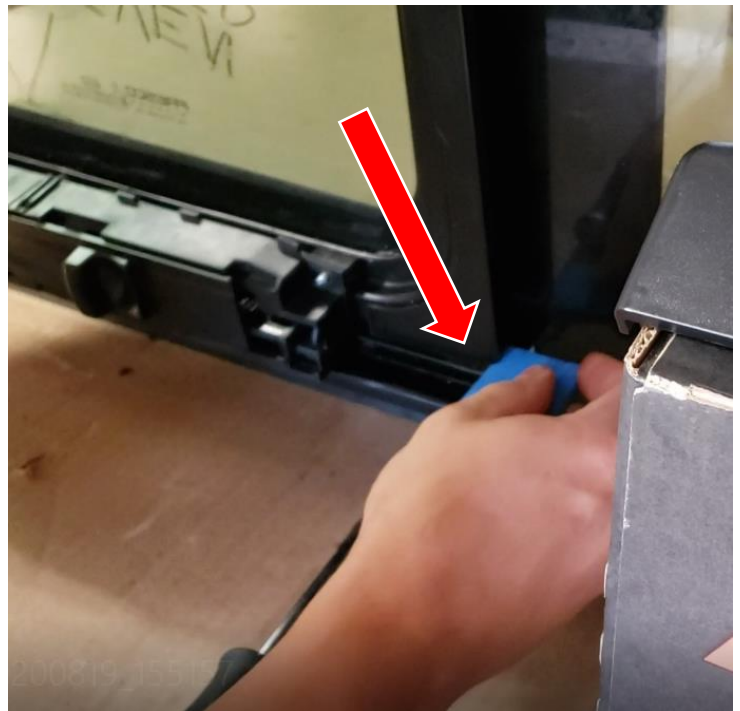


4. Place a stack of 2-square spacer blocks (10mm total) under sliding window frame between the window frame and the bottom track at user's left side of the window frame as shown in the picture to the left.

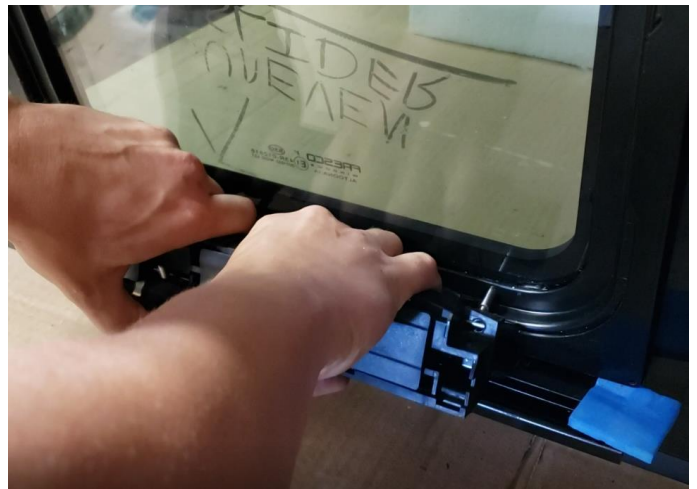
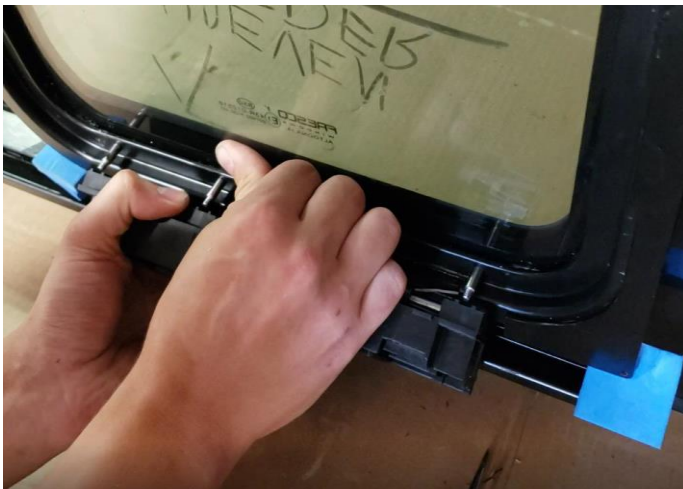
5. At this point, the sliding window frame should be able to pull outward toward user and the bottom latch assembly should separate from the bottom track. Screwdriver may be required to disengage the latch assembly from the track system for appropriate separation.



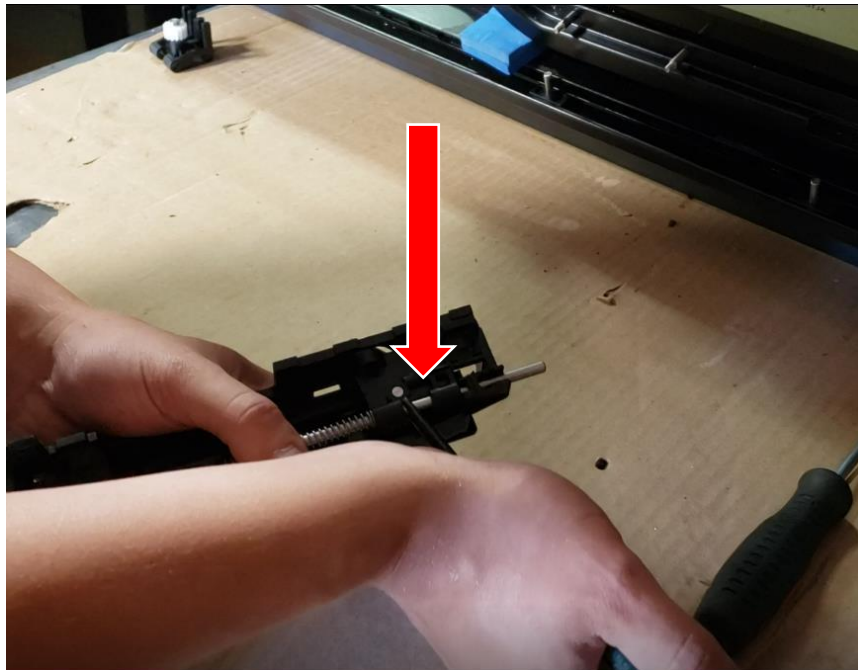
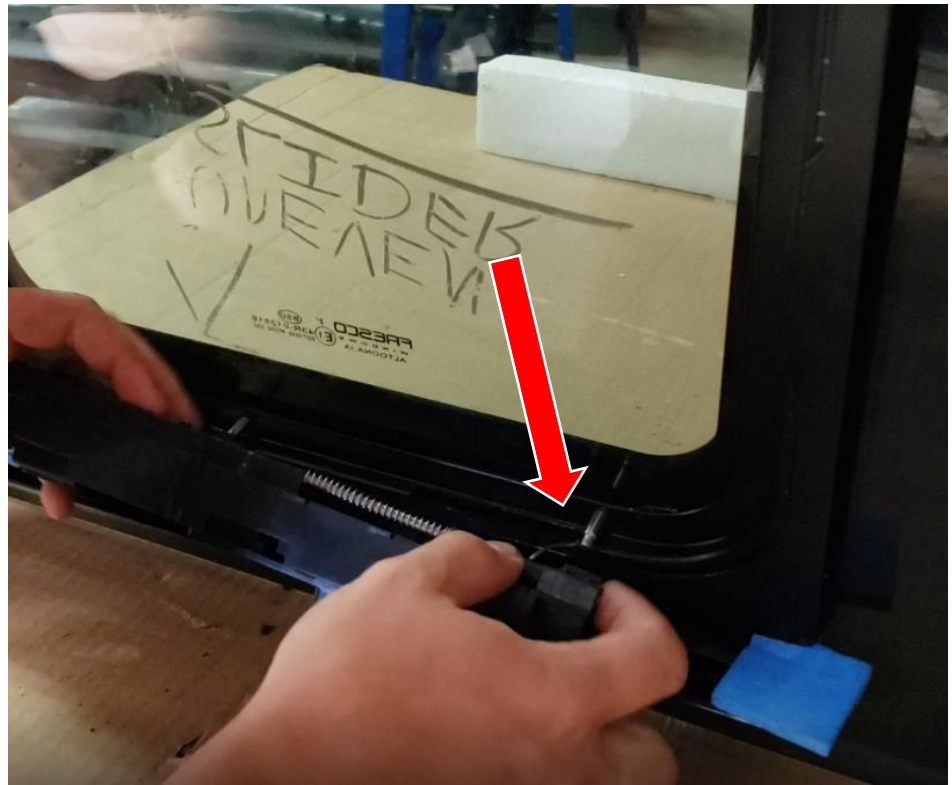
6. Place the remaining 5mm square spacer block under sliding window frame between the window frame and the bottom track at the user's right side of the window frame. **It is extremely important to have the 5mm and 10mm blocks in the bottom position so that the slider does not fall out of the top fork.** (If slider falls out see step 19 for reinstallation instructions.)



7. Once the sliding window frame and bottom latch assembly are separate you can remove the bottom latch assembly by prying outward and downward at the top edge. When bottom latch assembly is free of all 3-bolts on the top edge, the user should begin to pry upward and inward to free the bottom of the latch assembly from track system. We suggest placing firm inward pressure on sliding window while prying/removing the bottom latch assembly to prevent total separation of sliding window frame from top & bottom track systems. See below pictures.



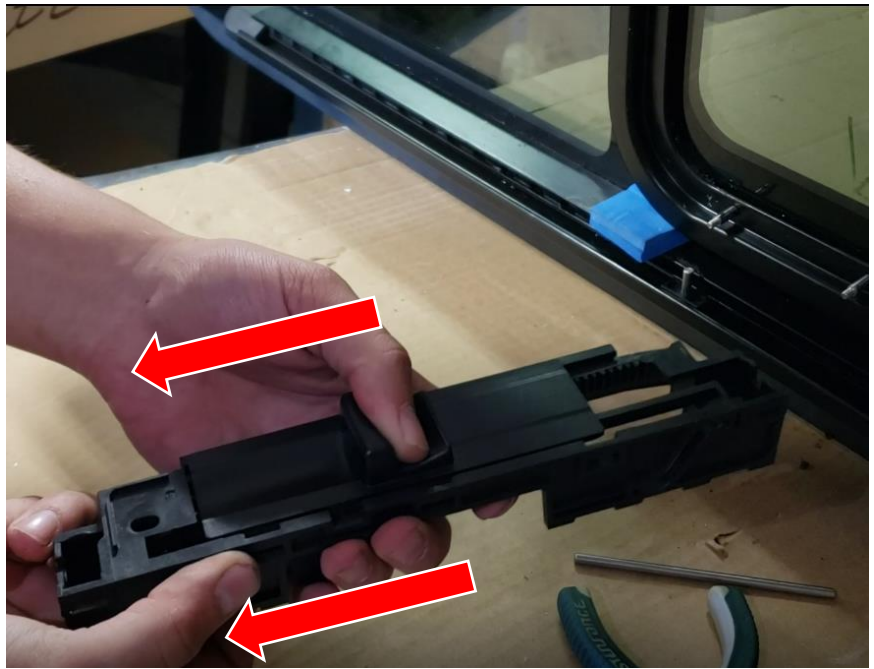
8. When the bottom latch assembly is removed and free from window frame, disconnect the cable from the fork piece within the assembly, located on user's right side.



9. Locate the metal rod and spring inside the latch assembly. Use needle nose pliers to remove the metal rod. Secure spring as the metal rod is being removed to prevent violent release of spring upon separation.

10. Remove broken fork piece

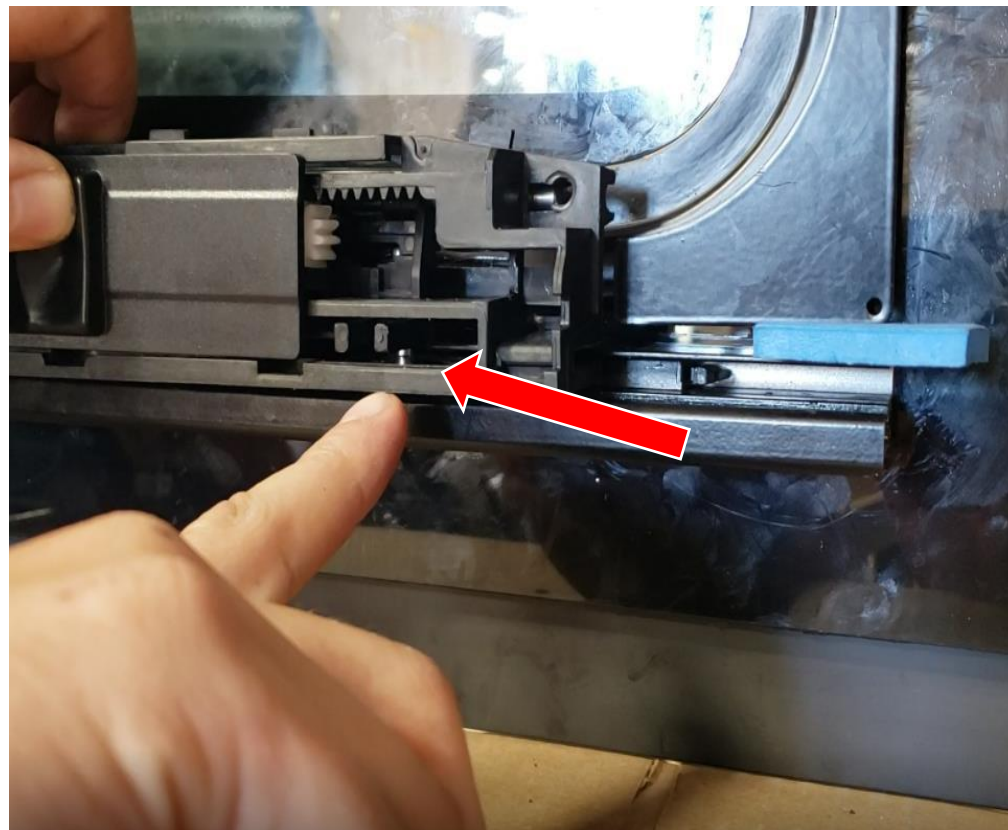
11. With fork piece removed, slide the handle all the way left (referencing previous direction/orientation when latch assembly installed on window frame) and place gear wheel of new fork piece between gear tracks inside of latch assembly with the right fork slot aligned with the left side of cam slot ("S" slot).



12. Reinstall the metal rod and spring into latch assembly to secure new fork piece in place. Compress/decompress latch handle back and forth to verify smooth and uninhibited sliding function.

13. Reattach cable in the sliding window frame to the fork piece in the latch assembly. This step requires precision when installing the cable back into the latch mechanism.

14. With the latch handle completely compressed, reposition bottom latch assembly towards the mounting location and over the top of the bottom track system. Align both pins in the bottom track system with cam/"S" slots on bottom face of latch assembly. The Right pin in the track system must be passing through cam slot AND the right fork slot of the new fork piece.



15. Maneuver latch assembly until the 3 bolts in the window frame align with 3 holes on top edge of latch assembly. Press firmly inward on bottom latch assembly when properly aligned and replace 3 - 7mm nuts onto bolts.

16. Remove all square spacer blocks

17. Replace bottom latch assembly cover by placing over the latch assembly and pressing firmly until it snaps securely into place.

18. Operate bottom latch assembly and sliding window frame to verify proper function of latching and sliding mechanisms.

19. If the slider comes off of bottom blocks and falls out pull the metal cable at the bottom of the slider outward and use needle nose vise grips to hold the cable in the outward position. Then seat the top fork back into the exposed pin. Place the slider back on bottom 5mm and 10mm blocks and proceed with the bottom fork replacement instructions.

Fresco Windows - 2020.08.31 2100271 Repair

*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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