



Highland
RIDGE RV



TRU TANK SENSOR DIAGNOSIS

Bulletin Type:	SRP	Publication Date:	June 2021
Bulletin #(s):	21-023	Make(s):	Entegra
Job Code(s):	If affected unit has warranty remaining, submit your claim following the normal process	Model(s):	Aspire, Anthem, Cornerstone
Flat Rate(s):		Model Year(s):	2020-2022

Incident:	TANKS DO NOT REGISTER PROPERLY ON THE VEGATOUCH SCREEN
Affected Units:	- 2020 – 2022 Entegra Aspire - 2020 – 2022 Entegra Anthem - 2020 – 2022 Entegra Cornerstone

INSTRUCTIONS FOR TANK SENSOR DIAGNOSIS

Black and Grey Tank

Step 1. Swap black and grey sensor plugs and see if the problem stays with sensor or follows harness.

Step 2. If problem stays with sensor, replace sensor.

Step 3. If problem follows wiring, additional trouble shooting may be required.

Fresh Tank

(Sensor on opposite side of the coach so just swapping sensor is not an option)

Scenario 1

Step 1. Go into diagnosis screen and see if you are getting the following readings.

- A. LVL is stuck at 1cm
- B. Status is Valid meaning it sees the sensor/good connection
- C. ERR SMPL is at 0

Step 2. Do nothing else. Bad sensor. Just replace the sensor.

Scenario 2

Step 1. Go into Tank Diagnostic screen and check if you are receiving the following readings. (Fig 1)

- A. LVL is 0 cm with water in the tank (should read actual depth).
- B. The sensor status is "Invalid". Should be valid. Often could be due to bad connection.
- C. Check ERR SMPL. Should be 0. If not, often could be due to bad connection or bad sensor

Step 2. Check connection. Quickly cut connector out, twist wires directly together, and crimp on Bell Cap.

Step 3. Add/remove several inches of water.

Step 4. If Step 2 and 3 do not resolve the issue. Change out sensor.

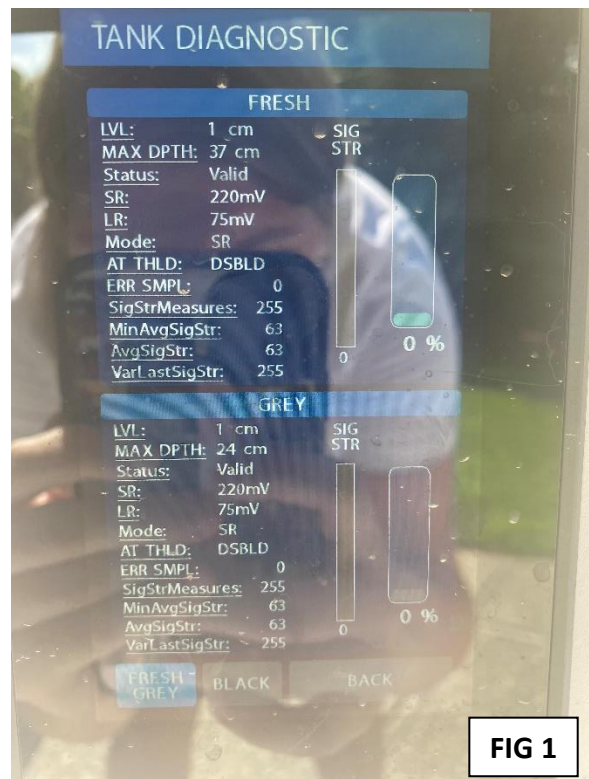


FIG 1

Scenario 3

Step 1. Go into Tank Diagnostic screen and check to see if you are receiving the following readings.

- A. LVL is 0 cm with water in the tank (should read actual depth).
- B. The sensor status is stuck in "initializing". Should be valid.
- C. ERR SMPL is 200. Should be 0

Step 2. Do nothing else. Bad sensor. Just replace the sensor.



FIG 2

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.

903 South Main Street • P.O. Box 460 • Middlebury, IN 46540