



FIREFLY POLARIS PRO TOUCHSCREEN

Bulletin Type:	TSB	Publication Date:	February 2024
Bulletin #(s):	24-003	Make(s):	Entegra Coach
Job Code(s):	9803594	Model(s):	Anthem, Cornerstone
Flat Rate(s):	9803594A .10 HR Inspect and Reinstall Polaris Pro Touchscreen 9803594B .20 HR Inspect and Replace Polaris Pro Touchscreen	Model Year(s):	2024

Incident:	When left on for long periods of time, the touchscreen may become Inoperable.
Affected Units:	2024 Entegra coach Anthem and Cornerstone
Parts Kit:	Parts Kit #: 24-003EC 1 - MONITOR,TSCRN 10" POLARIS PRO #41010148 MY2024 VER. 1 (Jayco Part #2050172)
Misc. Tools & Supplies:	N/A
Parts Return Information:	Part return required for claim to be paid out

POLARIS PRO TOUCHSCREEN INSPECTION

1. If your unit has been placed on the list for a touchscreen replacement you will want to verify that the touchscreen actually does need to be replaced. To do this you will need to remove the 10" Polaris Pro Touchscreen, and locate a white sticker with a QR code on the back side of the screen.
 - a. This sticker will have another code on it that will determine whether the screen needs to be replaced or not.
2. To remove the screen from the wall, place your fingers across the top of the touchscreen, and then while applying pressure downward, pull outward with your finger tips. The screen should "pop" out of the mount. Be careful not to drop the screen when it pops out.



Removing the screen from the wall mount

Once the screen has been removed from the wall flip it over and locate the sticker. See the next page for more information on what to look for.

Step 1: Removing the screen from the wall mount. (Fig. 1)

Step 2: Locate the sticker on the backside of the screen that has a QR code on it.



Polaris Pro Touchscreen Backside



Snapping the screen back into the wall mount

Step 3: Snapping the screen back into the wall mount. (Fig. 3)



Fig. 4



Fig. 5



Fig. 6

MUST be Replaced

To be Replaced with

- You will find a white sticker containing a QR code on the backside of the 10" Polaris Pro Touchscreen (Figure 4). This sticker contains the information needed to determine whether the screen needs to be replaced or not. Just under the line BSSPZZXZ0 will be a code that looks similar to P1v0 as seen in Figure 5 above. Any screen with a code of P1v0, P1v1, P1v1.1, P1v1.2, or P1v1.3 must be replaced. Figure 6 above shows what the screen code should read. (P1v1.4) If your screen reads P1v1.4 you do not need to replace it.

POLARIS PRO TOUCHSCREEN REPLACEMENT INSTRUCTIONS

1. To replace your 10" Polaris Pro Touchscreen with a new screen you will need to remove the touchscreen from the wall mount. To remove the screen from the wall, place your fingers across the top of the touchscreen, and then while applying pressure downward (Figure 7), pull outward with your finger tips. The screen should "pop" out of the mount. (Figure 8) Be careful not to drop the screen when it pops out.

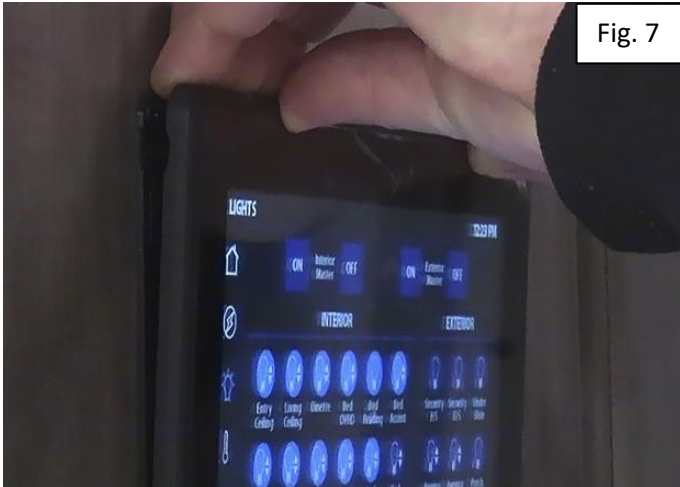


Fig. 7



Fig. 8

2. Remove the touchscreen from the wires. Locate the drop cable the screen is plugged into. (Figure 9)
3. Disconnect the touch from the connectors.
4. Locate the connectors. (Figure 10)
5. Press down on the tab. (Figure 11)
6. Separate the connectors. (Figure 12)

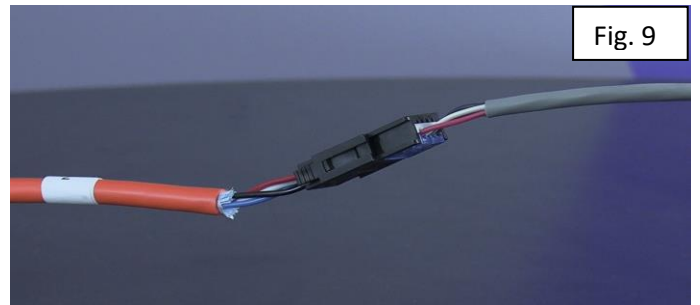


Fig. 9

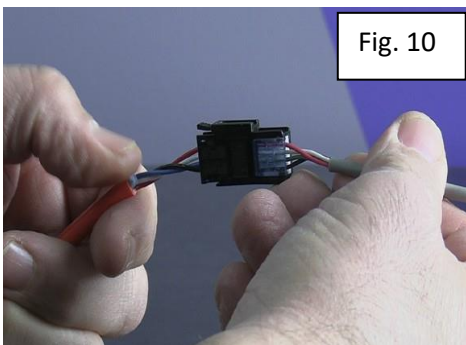


Fig. 10

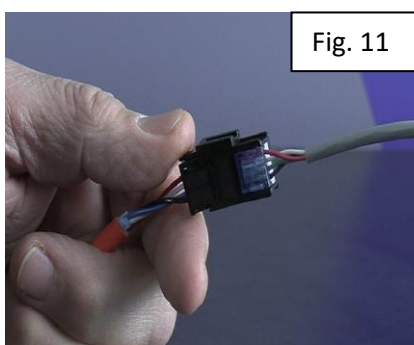


Fig. 11



Fig. 12

7. Locate the replacement touchscreen. Verify that the code on the back of the screen matches P1v1.4, and reconnect the touchscreen cable to the drop cable coming out of the wall (Figure 13). Once the cables are connected place the screen into the wall mount and snap it into place by pushing on all four corners simultaneously. (Figure 14) Your screen replacement is now complete.



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