



Highland
RIDGE RV

STARCRAFT

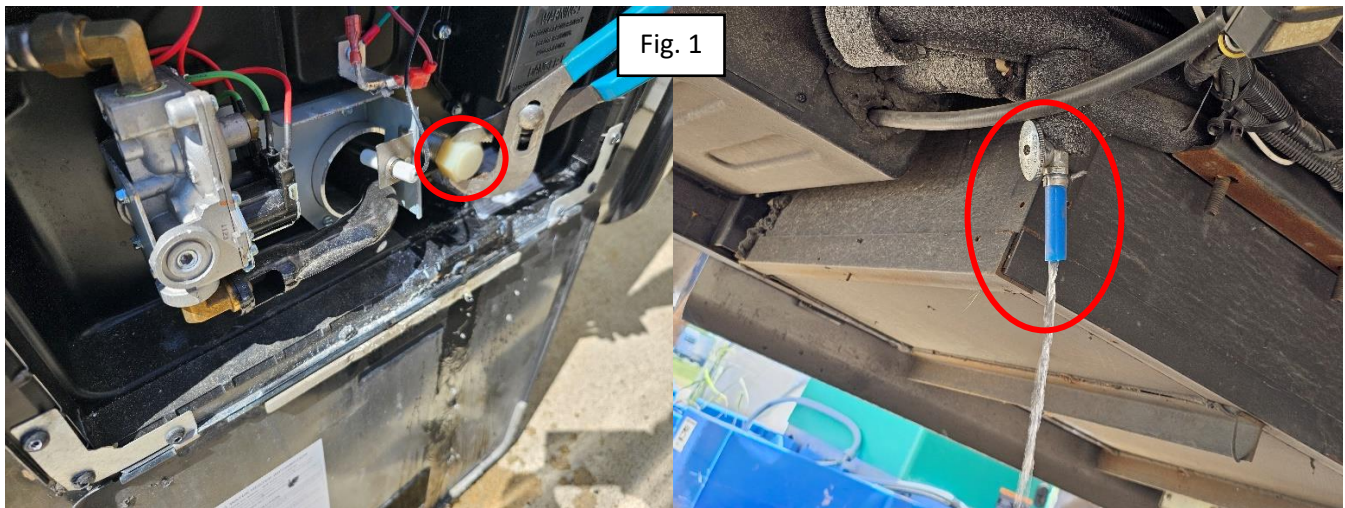
Water Heater Support

Bulletin Type:	SRP	Publication Date:	September 2024
Bulletin #(s):	24-014	Make(s):	Jayco, Entegra Coach
Job Code(s):	<i>If affected unit has warranty remaining, submit your claim following the normal process</i>	Model(s):	Accolade (37K, 37L, 37M) Seneca (37K, 37L, 37M) Accolade XT (35L, 29T, 32U) Seneca XT (35L, 29T, 32U) Emblem (36H, 36B, 36U) Precept (36H, 36B, 36U)
Flat Rate(s):		Model Year(s):	2023-2025

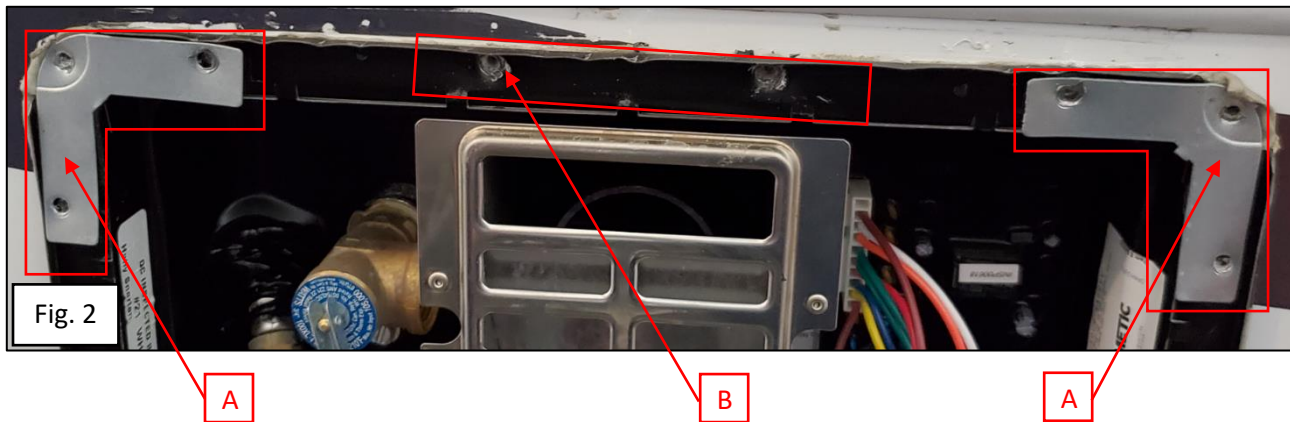
Incident:	No Water Heater Support Installed.
Affected Units:	2023-2025 Jayco Precept (4U), Seneca (4H), & Seneca XT (4J); 2023-2025 Entegra Coach Accolade (3H), Accolade XT (3J), & Emblem (3D).
Parts List:	(Floorplan/Print Specific) – EMBLMH/PREPMH (0.143.503) (Floorplan/Print Specific) – ACCMH/SENMH (0.143.505) (Floorplan/Print Specific) – SENXTMH/ACCXTMH (0.143.504)
	Platform Components (Floorplan/Print Specific) 6 FT – Tape, Butyl .13x.75 x30' 4 screws
Misc. Tools & Supplies:	Screw Gun with Square Head Bit Putty Knife Wrench – 5/8" & 3/4"
Parts Return Information:	N/A

WATER HEATER SUPPORT INSTRUCTIONS

1. Open the front access door to the water heater.
2. Remove the cap from the front drain and turn the valve on the low point to fully drain the water heater. (Figure 1.)



3. Remove all fasteners from the water heater frame & corner brackets. (Figure 2)
 - A. Upper/Lower Corner Brackets (12 fasteners)
 - B. Flanges (8 fasteners)



4. With all fasteners and corner brackets removed, use a putty knife to remove the butyl behind the water heater frame. (Figure 3)



Fig. 3

5. Under the coach, remove the rear access cover panel to the water heater compartment, and disconnect the hot and cold water lines from the rear of the water heater, then disconnect the Wagons from the water heater. (Figure 4).



Fig. 4



6. Go to the LP tank and shut off the LP.
(CRITICAL) Then disconnect the LP fitting from the water heater. (Figure 5)



7. Begin to slide the water heater forward and out of the compartment. With the water heater pulled forward, you will need to reach in the compartment and unplug the power cord for the water heater.

A. **NOTE: the recept for the water heater should be located on the top right-hand facing side of the water heater compartment.**

8. Completely remove the water heater from the compartment.

9. Insert the assembled platform into the compartment. (Figure 6)

A. **NOTE: The platform should be centered to the front compartment opening and flush to the rear of the compartment.**

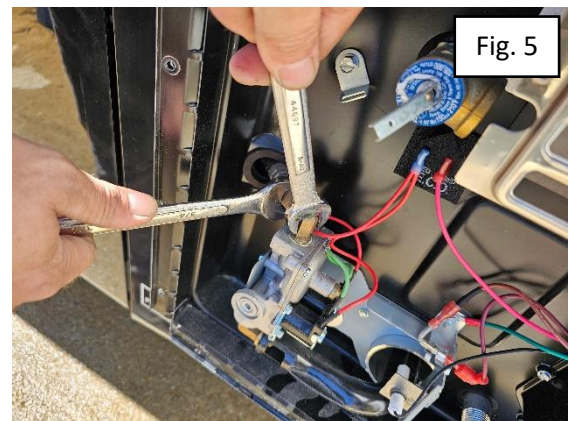


Fig. 5

10. From the underside of the coach, secure the platform to the bottom of the wood or plastic box with (4) screws into the wood cleats.
11. Line the water heater up with the front compartment opening and plug the power cord back in.
12. Reinstall the water heater in the compartment on the platform.
13. Under the coach, reconnect the Wagos and waterlines in the rear access area of the compartment, then reattach the rear access cover panel.
14. Reattach the LP fitting to the front of the water heater.



Fig. 6

- A. **NOTE: Make sure to route the LP line & fitting through the cutout prior to fully installing the water heater to ensure it is accessible.**
15. Remove any old Butyl from the water heater frame and coach and apply new Butyl.
16. Starting with upper corner brackets, re-insert the screws removed from step 3 to all corner brackets and flanges. (Figure 7)



Fig. 7

17. Remove any excess exposed Butyl tape.
18. Close the water heater door.

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.

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