



OEM Antenna Connections - Mercedes

Bulletin Type:	SRP	Publication Date:	May 2026
Bulletin #(s):	26-014	Make(s):	Jayco & Entegra Coach
Job Code(s):	<i>**If affected unit has a warranty remaining, submit your claim following the normal process.</i>	Model(s):	Melbourne, Melbourne Prestige, Granite Ridge, Condor, Qwest, Qwest SE,
Flat Rate(s):		Model Year(s):	2025-2026

Incident:	OEM Antenna Connections may not be fully made.
Affected Units:	2025 – 2026 Jayco Granite Ridge, Melbourne, Melbourne Prestige & 2025 – 2026 Entegra Coach Condor, Qwest, Qwest SE
Parts List: N/A	Parts List: N/A N/A
Misc. Tools & Supplies:	Screw Gun with Square Head & Phillips Bit Putty Knife/Flat Edge/Trim Tool Caulk Gun with Self Level Ratchet with T30 Torx Bit Heat Shrink/Electrical Tape SCREW,RTNR MIRGR .22" + (Contact Jayco Customer Service) SCREW,RTNR CAP MIRGR + (Contact Jayco Customer Service)
Parts Return Information:	N/A

ANTENNA CONNECTIONS TESTING INSTRUCTIONS

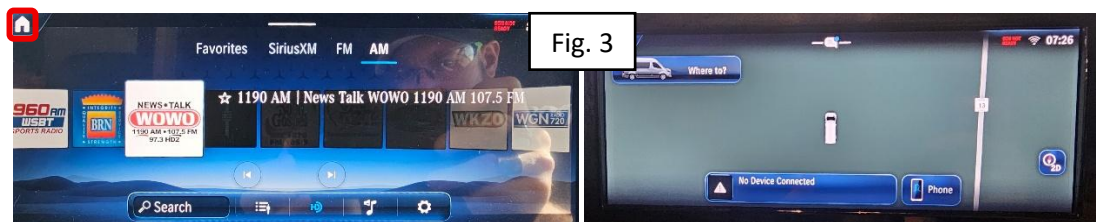
1. With the vehicle on and outside, activate the MBUX Mercedes interface on the touchscreen.
 - a. **Note: It is critical the unit is outside to test the antenna functionality as being indoors could prohibit the antenna from receiving a strong signal even if all of the appropriate connections are made to the OEM antenna.** (Figure 1)



2. From the Home screen, Select "Radio". (Figure 2)
 - A. Select "SiriusXM" and test for functionality. You will want to see the station cards pull up and receive clear audio.
 - B. Select "FM" repeat the process to ensure the station cards appear and receive clear audio.
 - C. Select "AM" repeat the process to ensure the station cards appear and receive clear audio.



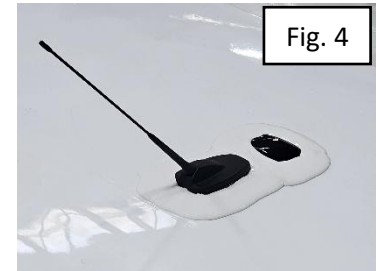
3. Select the Home Icon in the top left corner of the touchscreen. (Figure 3)
 - A. Select Navigation.
 - B. Ensure the navigation is picking up the coach. For further testing you can drive the vehicle around to ensure the navigation maintains with the vehicle.



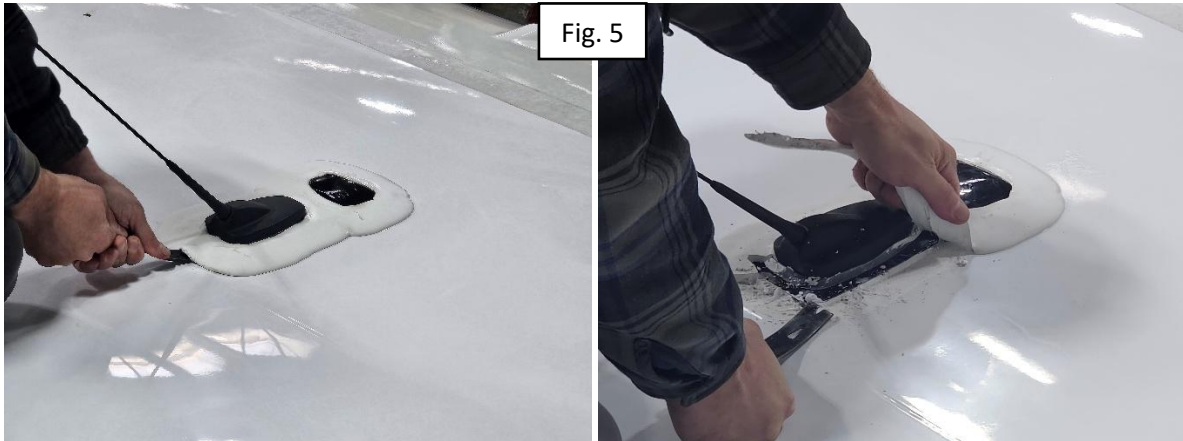
4. If all the radio stations and navigation have functionality, the repair below will not need to be completed. If one or more of the tests failed, please proceed below for the repair.

ANTENNA CONNECTIONS REPAIR INSTRUCTIONS – ROOF

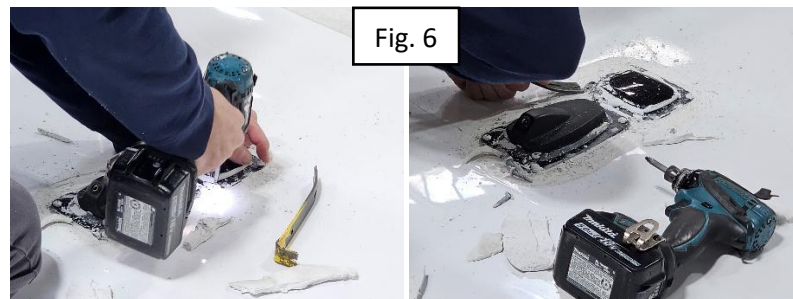
5. Access the roof of the coach and locate the OEM Antennas at the front of the coach. (Figure 4)



6. Use a putty knife or flat edge to remove the sealant around the antennas.
 - a. **NOTE: You can remove the antenna from the base by unscrewing it to make removal of the sealant easier.** (Figure 5)



7. Use a screw gun with square head bit to remove the Sirius XM (Front OEM Antenna) first.
 - a. **NOTE: You may need to use a flat edge or putty knife to get the antenna bracket free from the roof.** (Figure 6)

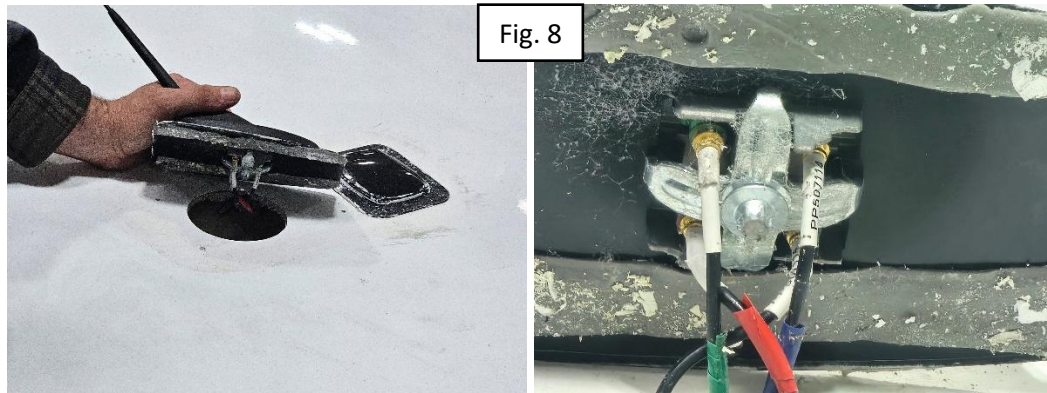


8. Verify the connection is made between the harness and the SiriusXM antenna and that the connection is secure in the antenna. Replace the antenna on the roof and re-secure using the original 4 fasteners removed from the antenna. (Figure 7)

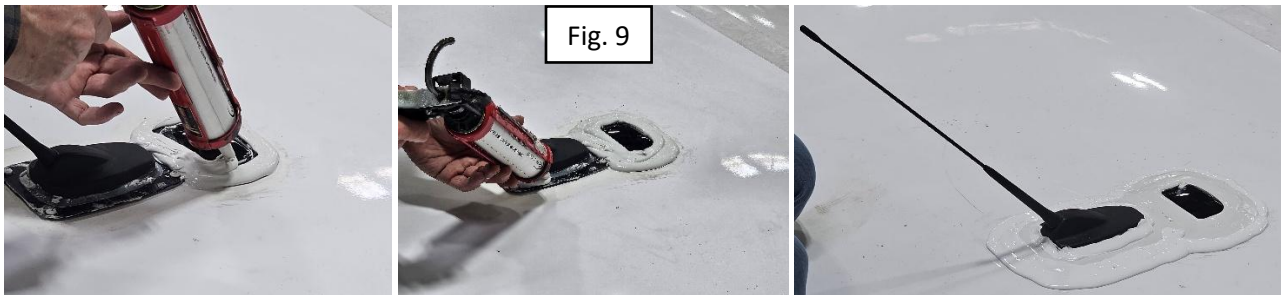
9. Use a screw gun with square head bit to remove the second OEM antenna.



10. Verify the connections are made from the harness to the OEM antenna. This antenna will have 4 connections needing to be verified.
 - a. **NOTE: If the antenna was removed from the base during the removal of the sealant, it will need to be re-installed prior to testing functionality.** (Figure 8)



11. Replace the OEM antenna on the roof and re-secure using the original 4 fasteners removed.
12. Take the coach outside and test again for functionality using the testing steps from above. With functionality confirmed, add a new layer of sealant over both antennas. Let the sealant fully cure according to the manufacturer's specifications. (Figure 9)



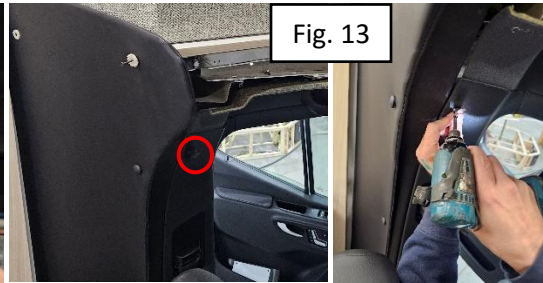
REPAIR INSTRUCTIONS – CAB OVER – MELBOURNE, MELBOURNE PRESTIGE, QWEST, QWEST SE

Note: The following instructions only apply to the Melbourne, Melbourne Prestige, Qwest, & Qwest SE floorplans. If you are working on a Condor or Granite Ridge, jump to the next section for the cab over repair.

1. Use a screw gun or screwdriver with square head bit to remove the 3 pieces of ABS u-channel capping off the cab over area.
 - a. **Note: You may need to remove a center cushion for this area to be visible to work on.** (Figure 10)
2. Remove the Top Right fastener from the driver side wing wall.
 - a. **Note: You will not need to fully remove the wing wall, only a single fastener to gain access.** (Figure 11)
3. Use a ratchet with T30 Torx bit to remove the X4 OEM bolts for the Driver side sun visor and grab handle. (Figure 12)



- Use a flat head or trim tool to remove the drive side abs hook. With the metal clip visible, use a screw gun with Phillips bit to remove the clip. (Figure 13)



- Use a flat head or trim tool to remove the small rectangular cover on the driver side A pillar. Then use a screw gun with square head bit to remove the fastener from under the cover. (Figure 14)
- Remove the front ABS driver side A pillar cover. (Figure 14)



- You should now be able to access and view the connections for the OEM antenna. There will be 4 connections under the center overhead console and one on the drive side.
 - Note: The connection on the driver's side may fluctuate in location. Typically, it is towards the front of the cab but can be towards the rear of the cab.** (Figure 15)
- Confirm all the connections are properly made. Use heat shrink or electrical tape to reinforce all the connections. (Figure 16)

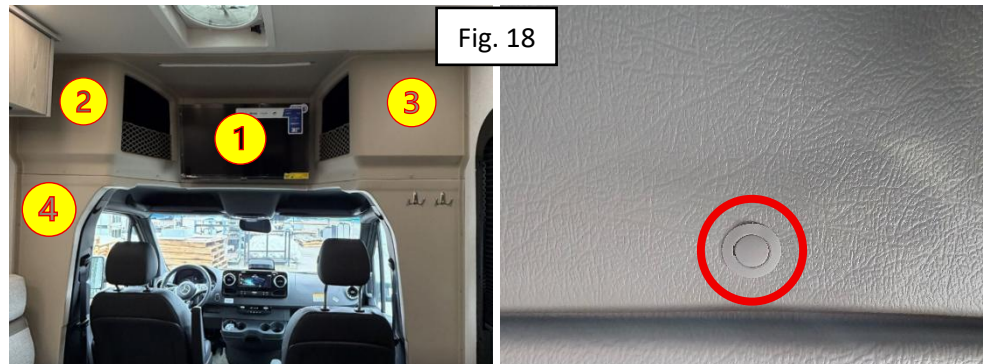


- Re-install the OEM front driver side pillar cover using the same fasteners originally removed, then re-install the rectangular cover. (Figure 14)
- Re-install the metal clip for the OEM hook, then re-install the ABS hook cover. (Figure 13)
- Re-install the driver side sun visor and grab handle using the original X4 bolts removed. (Figure 12)
- Re-secure the wing wall to the cab over area. (Figure 11)
- Re-install the x3 ABS U-channels to cap off the cab over area using the original fasteners that were removed. (Figure 10)

REPAIR INSTRUCTIONS – CAB OVER – CONDOR & GRANITE RIDGE

Note: The following instructions only apply to the Condor & Granite Ridge floorplans. If you are working on a Melbourne, Melbourne Prestige, Qwest, or Qwest SE, jump to the previous section for the cab over repair.

1. Remove any accessories mounted to the front cab over plastics or preventing them from being removed. (Figure 17)
 - A. Remove the Front TV (If floorplan has cab over tv option)
 - B. Remove the TV Bracket (If floorplan has cab over tv option)
 - C. Remove the upper "Luna" light
2. Use a flat head or trim tool to remove the inserts in the retainers for all the cab over plastics.
 - a. **Note: This will grant you access to the fasteners securing the ABS cab over walls.** (Figure 18)
3. Remove the Cab over plastics in the following order: (Figure 18)
 1. Front Center Cab Over (with TV if option Selected)
 2. D/S Upper Corner
 3. P/S Upper Corner
 4. D/S Wing



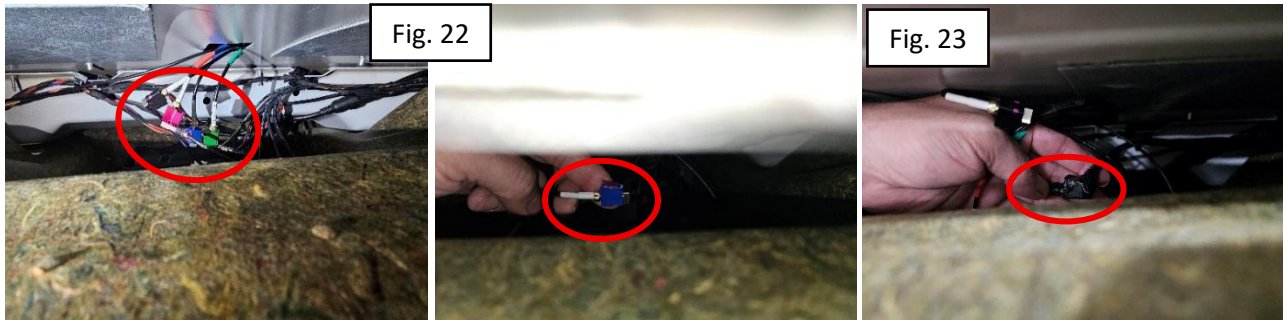
4. With the plastics removed, use a ratchet with T30 Torx bit to remove the X4 OEM bolts for the Driver side sun visor and grab handle. (Figure 19)
5. Use a flat head or trim tool to remove the drive side abs hook. With the metal clip visible, use a screw gun with Phillips bit to remove the clip. (Figure 20)
6. Use a flat head or trim tool to remove the small rectangular cover on the driver side front A pillar. Then use a screw gun with square head bit to remove the fastener from under the cover. (Figure 21)



7. Remove the front ABS Driver Side A pillar cover. (Figure 21)
8. You should now be able to access and view the connections for the OEM antenna. There will be 4 connections above the center overhead console and one on the drive side.

- a. **Note: The connection on the driver's side may fluctuate in location. Typically, it is towards the front of the cab but can be towards the rear of the cab.** (Figure 22)

9. Confirm all the connections are properly made. Use heat shrink or electrical tape to reinforce all the connections. (Figure 23)



10. Re-install the OEM driver side A pillar cover using the same fasteners originally removed, then re-install the rectangular cover. (Figure 21)

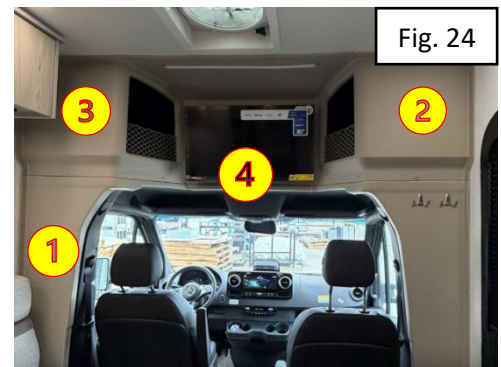
11. Re-install the metal clip for the OEM hook, then re-install the ABS hook cover. (Figure 20)

12. Re-install the driver side sun visor and grab handle using the original X4 bolts removed. (Figure 19)

13. Re-install all the ABS Cab over pieces.

- a. **Note: Make sure all retainers are used to secure the ABS and all the retainers have a cap insert once complete.** (Figure 24)

1. D/S Wing
2. P/S Upper Corner
3. D/S Upper Corner
4. Front Center Cab Over (with TV if option Selected)



14. Re-install any components removed from the ABS. (Figure 25)

- A. Upper "Luna" Light
- B. TV Bracket (If floorplan has cab over tv option)
- C. TV (If floorplan has cab over tv option)



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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