



August 2016

Technical Service Bulletin Notification TSB #16-025

Dear Valued Jayco Dealer:

Jayco has determined that certain 2016 – 2017 Seneca, Greyhawk and Precept motorhomes and certain 2017 Seismic, North Point, Eagle HT, Pinnacle, Designer and Eagle FW require inspection of the Girard water heater for possible replacement of the gas valve. This is **not** a safety issue, but an intermittent occurrence when the gas valve is not opening to light the burner of the water heater.

Inspection instructions are included in the retail owner notification letter to assist the customer to confirm if the valve does need replaced. IF the gas valve requires replacement, when the customer contacts a Jayco Dealer to set an appointment, they must **provide the serial number of the water heater. The water heater serial number must be noted on the Bulletin Order Form to obtain the valve for their appointment.** **US** Dealers that order Parts Kit 16-025TM will receive packing to return the OLD gas valve to Jayco along with the repair claim to process for payment. Return of the OLD gas valve is **NOT** required from Canada.

Our records show the following affected unit is currently in your inventory and requires the inspection and possible replacement of the gas valve prior to being retail sold.

Serial number

The coverage period for this Technical Service Bulletin is for one (1) year from the release of this notification. (August 2016-August 2017). If you have sold this affected vehicle, please contact the current owner regarding this Service Bulletin and process the Warranty Registration for this customer. All pertinent information regarding this Bulletin is on file under the Service and Parts Tab of Jayco Partners. If you have questions regarding this Service Bulletin, please contact Jayco Customer Service at 800-283-8267.

Sincerely,
Jayco Towable and Motorized Division

TECH BULLETIN GP030116: GSHW-2 Gas Valve/E1 Trouble-Shooting and R&R

The E1 fault code tells you that the water heater tried to ignite twice but did not ignite. An E1 fault code is not always caused by a failure of the gas valve to open. Additional diagnosis needs to be performed since this fault code may be caused by a number of issues. The other causes are listed below and in the owner's manual.

E1: Ignition failure or accidental flame off during ignition.

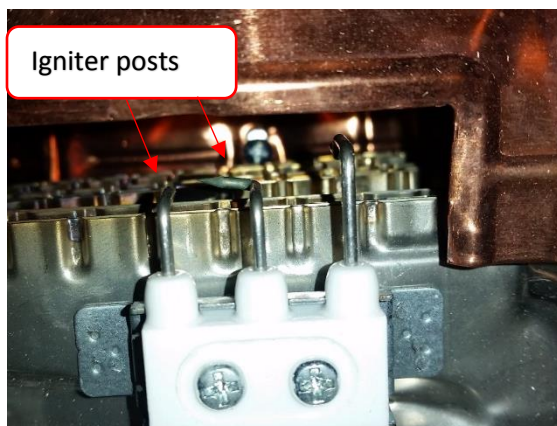
If the established flame signal is lost while the burner is operating, the control will respond within 0.8 seconds, the gas valve is de-energized and a new inter-purge and ignition routine will begin. If the burner does not light, the control will de-energize the gas valve and will make one more attempts to relight the burner. If the burner does not relight after the two trials the control will go into LOCKOUT and the unit will need to be turned off before it can operate again. Turn hot water faucet OFF and back ON to reset (you should try this cycle 3 times). Not lighting could occur for a number of reasons.

The most common are:

- Lack of Gas in the tank
- Faulty Igniter
- Faulty Igniter connections
- Improper distance between the Igniter and the Burner
- Accumulated dirt or obstruction between
- Igniter and Burner
- Low Gas Inlet pressure

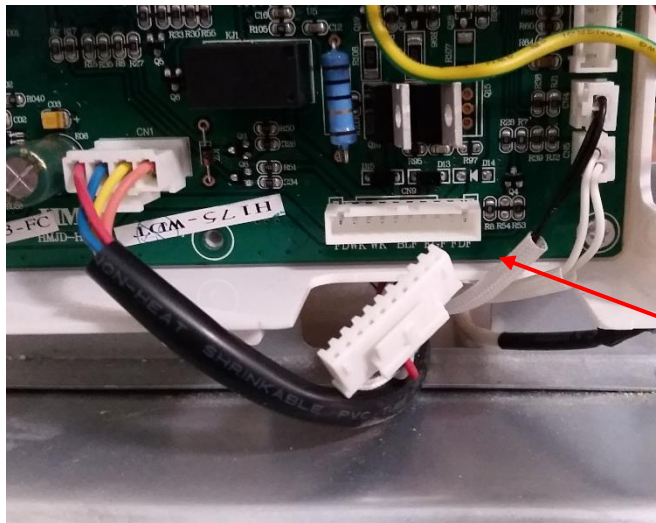
Diagnosis of an E1 fault code

First, confirm that gas has purged through the entire gas plumbing system by lighting the range and resetting the water heater a minimum of three times.



Second, confirm that the spark is occurring at the tips of the igniter. Visually inspect the igniter for obstructions or debris.

Third, smell for the scent of gas from the exhaust during the two trials for ignition.

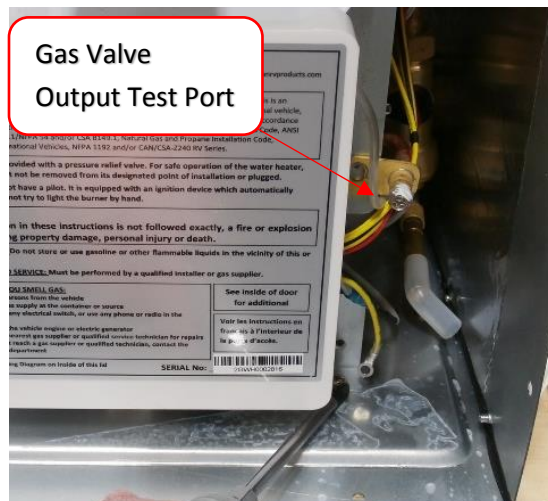


Fourth, check the brown and black wires on the 8 pin wire connector at the bottom right side of the board to ensure integrity. Unplug the connector, gently pull on the brown and black wires. Visually inspect the connector and plug it back in.

CN9 Connector

Gas Valve Wires are the Brown and Black wires

Fifth, check voltage between the brown and the black wires during the trial for ignition. You should have 12VDC.



Sixth, the output gas pressure of the gas valve can be measured at the test port on the right side of the board. There should be 1.5" WC on low heat and 7" WC on high heat. If there is no pressure, then the gas valve is not opening.

GSWH-2 “Removal and Replacement of Gas Valve”

Necessary Tools

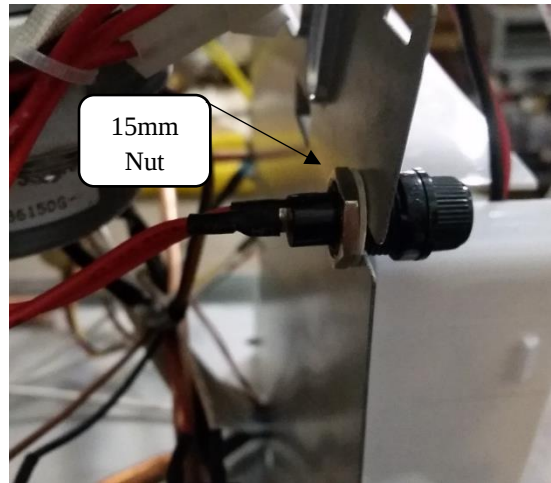
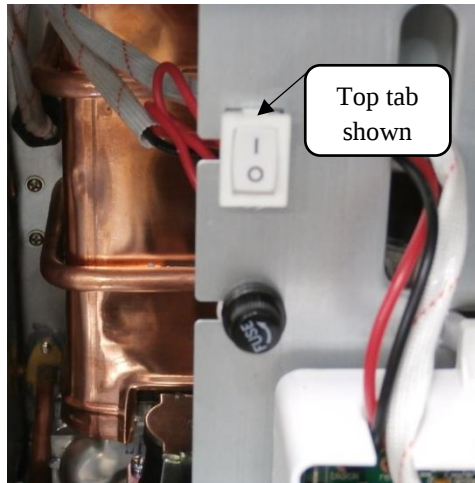
Volt Meter	Manometer
Short 15 mm wrench	19 mm wrench
Side Cutters	Phillips Screwdriver

Turn off the power switch or pull the fuse to turn OFF power to the water heater.

Remove the power switch by pressing down on the top tab and up on the bottom tab.

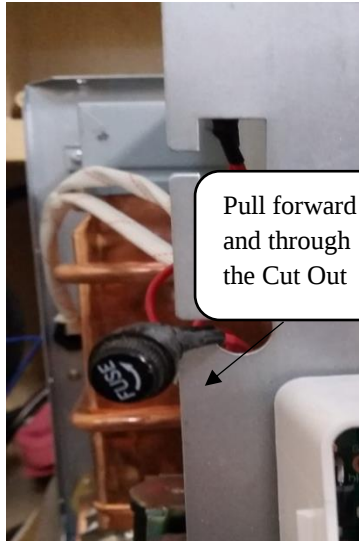
Pull the switch out and pull the wires through the opening.

Then remove the 15 mm nut from the fuse holder.

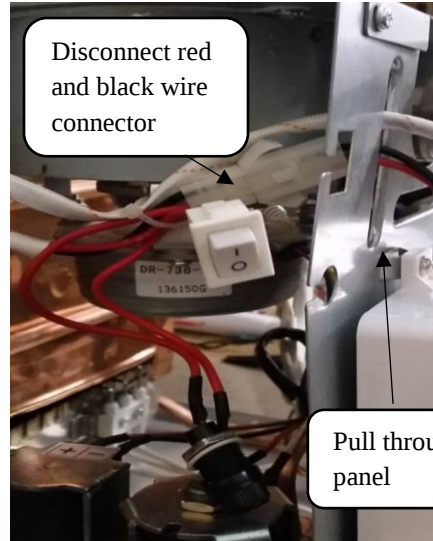


Pull the fuse holder out and the wires through the cut out.

Disconnect the input power connector and pull it through the board panel.



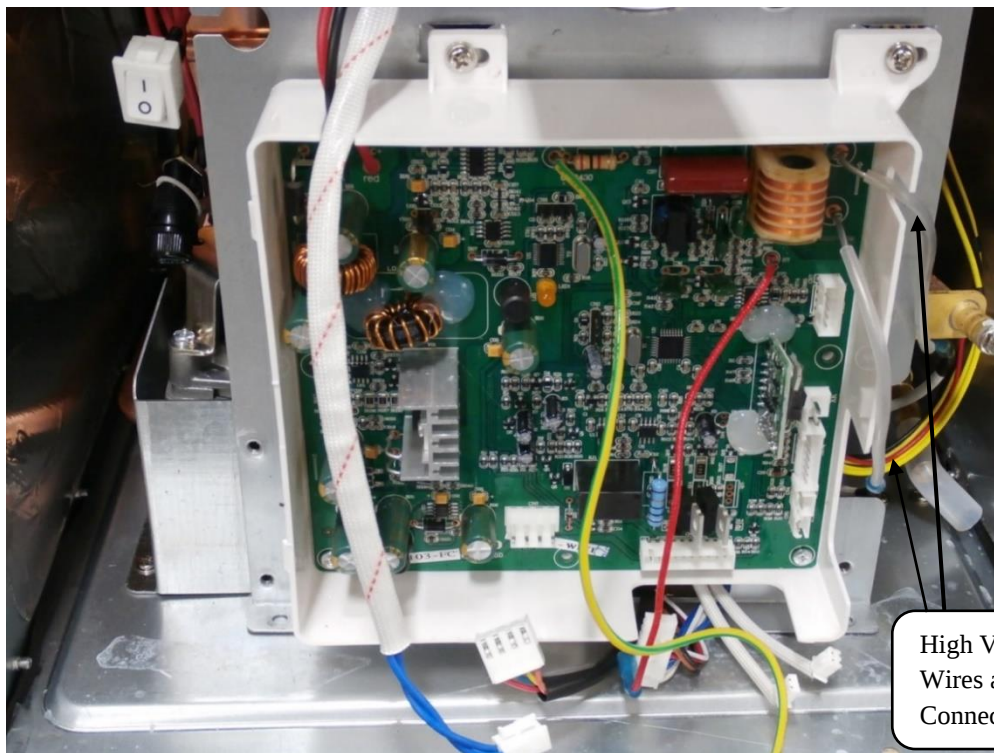
Pull forward
and through
the Cut Out



Disconnect red
and black wire
connector

Pull through
panel

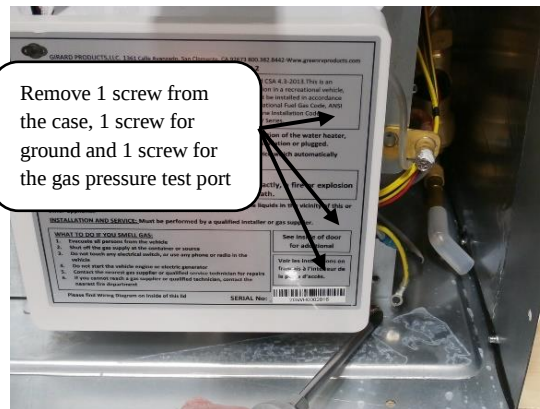
Remove the wire connectors from Main Control Board leaving the high tension lead wires connected.



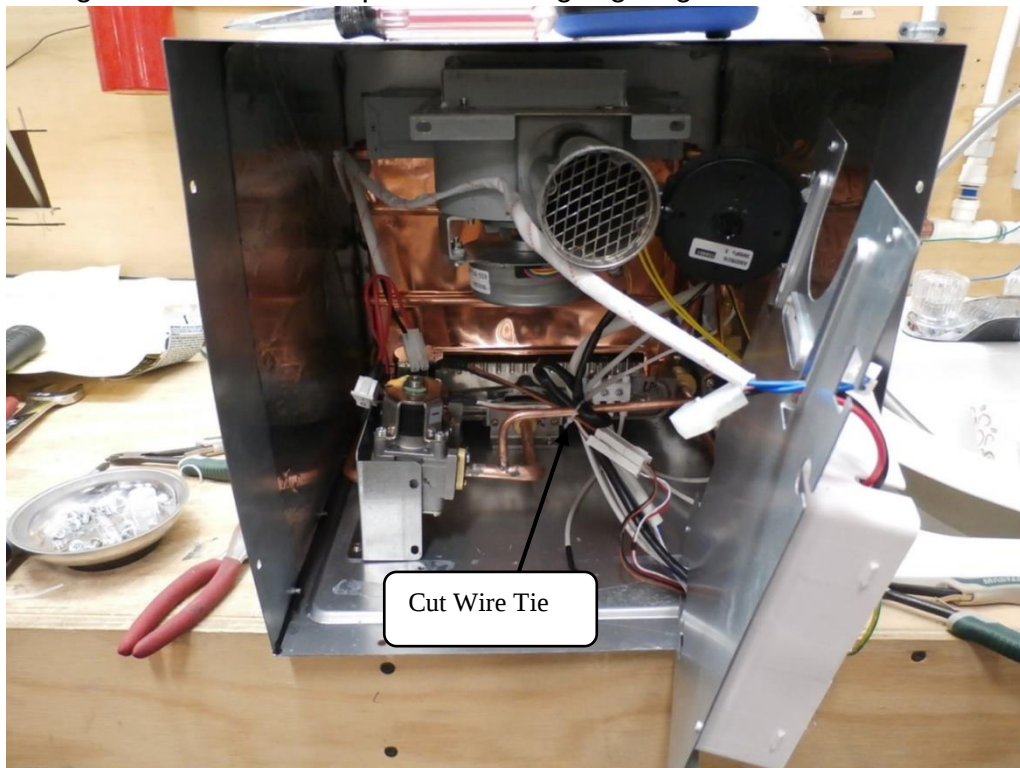
High Voltage
Wires and
Connections



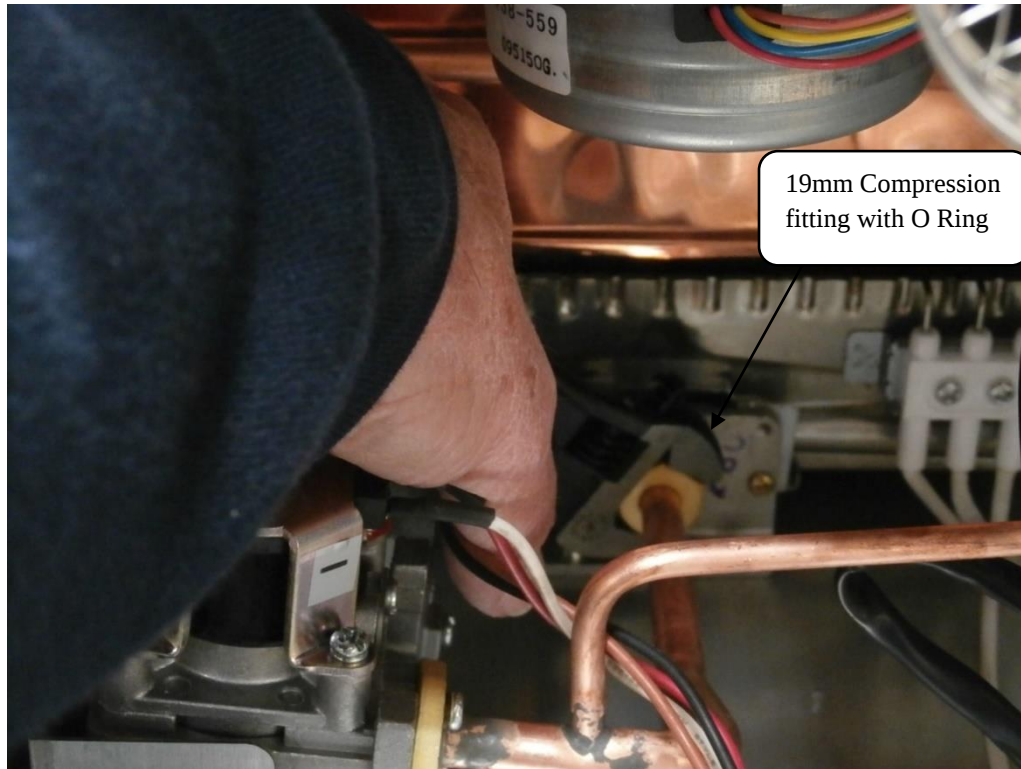
Remove Philips screws that mount the Controller Bracket to the valve bracket and the blower assembly.



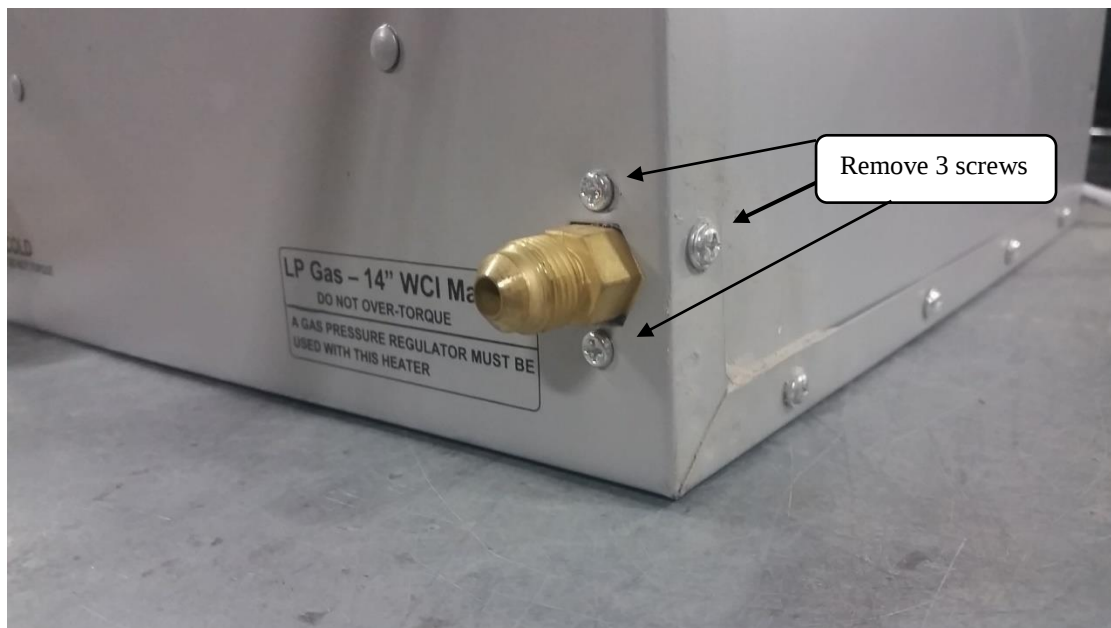
Swing the board and the panel to the right giving access to the internal components.



Remove the gas line from the orifice block using a 19 mm or 3/4 inch wrench.



Remove the gas line from the water heater and cover to prevent damage.
Remove three screws from the gas input fitting.

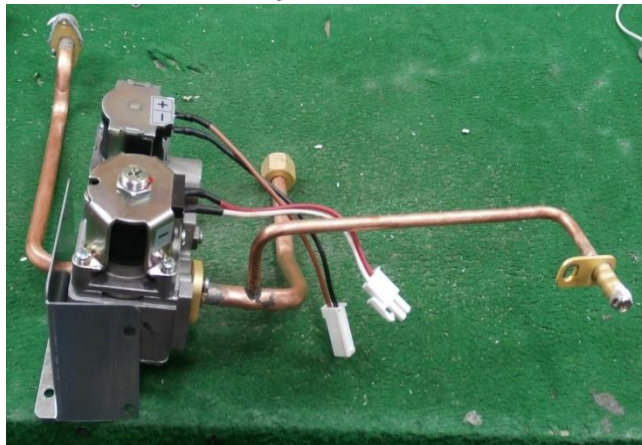


Remove the screws from Gas Valve bracket.

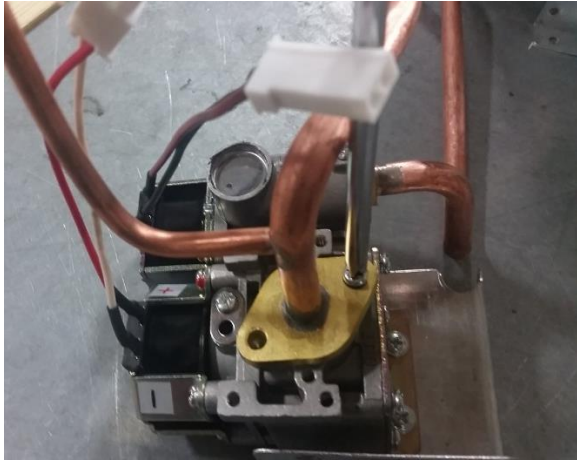
Pull gas valve out maneuvering the gas line past the burner.



Gas valve assembly removed.

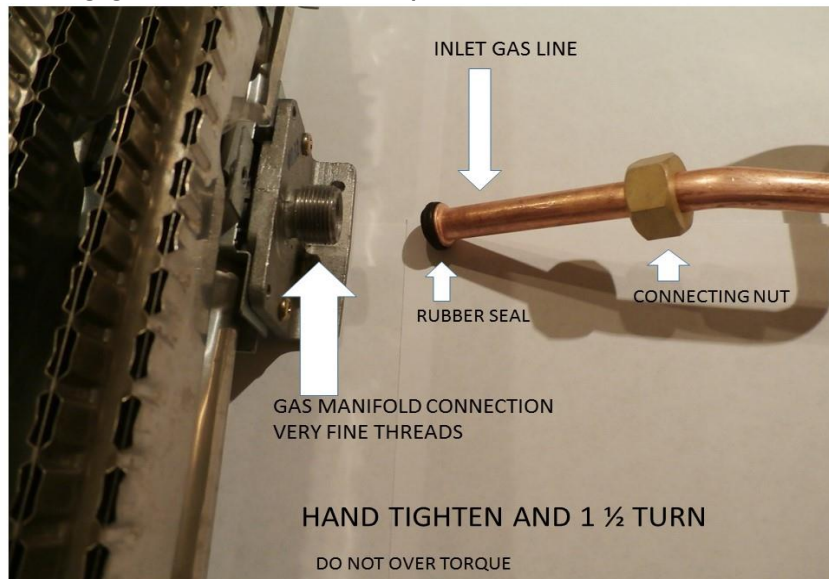


Remove outgoing gas line from the gas valve. Note the position of the O Ring.



Loosen the set screws that hold the input gas line in place and pull the gas line out of the valve.

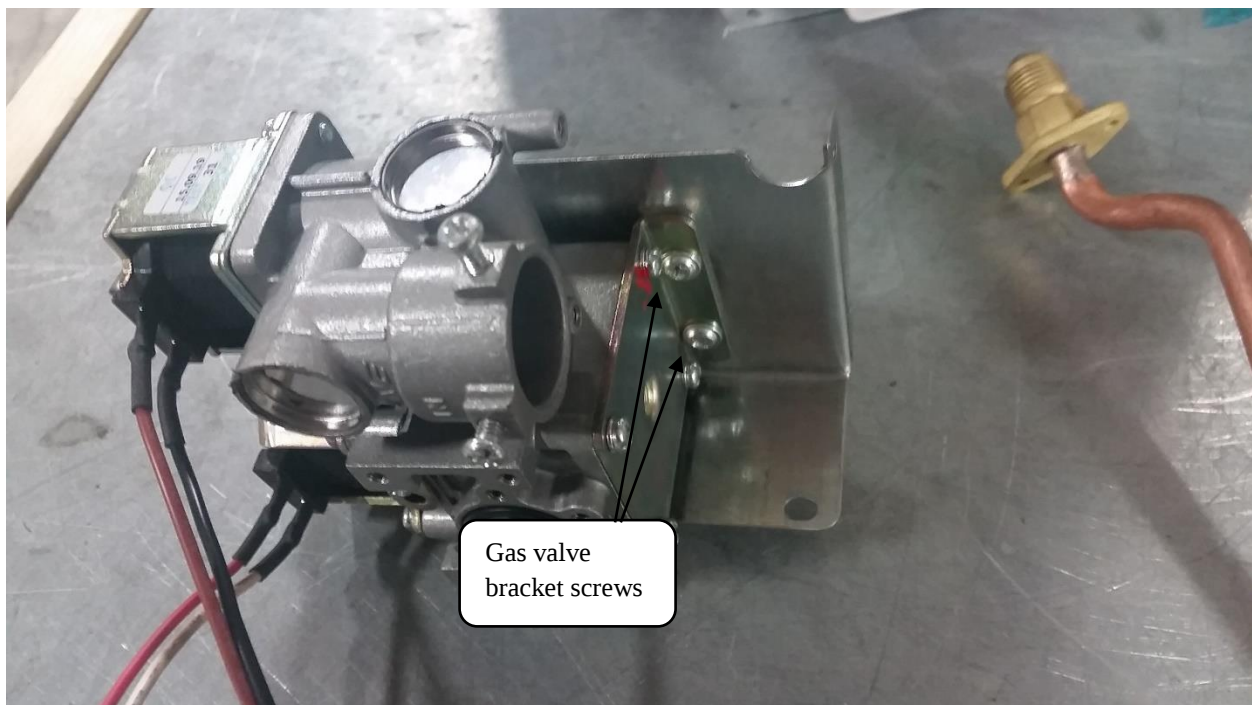
When removing gas line from burner, please note:



Remove the gas line and check the O Ring integrity.



Remove bracket from the original gas valve and place it on the new valve.



Reassemble gas lines back onto the gas valve and install back into the water heater.

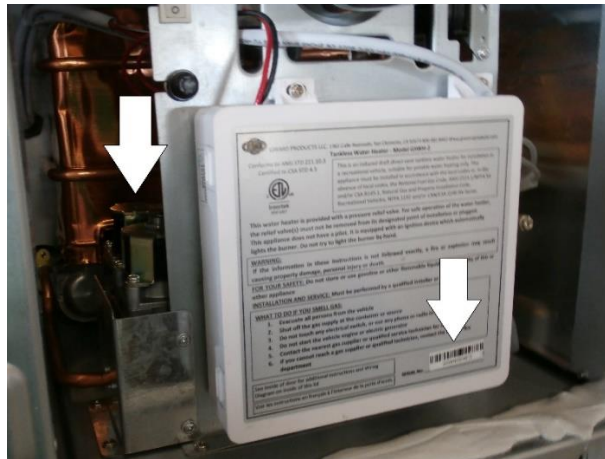


GIRARD PRODUCTS, LLC.

INSPECTION INSTRUCTIONS FOR JAYCO TSB 16-025

GSWH-2 WATER HEATER SERIAL NUMBER & GAS VALVE LOCATION

1. Open exterior water heater access door.
2. Water Heater Serial number is located on Control Board Cover (RIGHT ARROW).
3. Gas Valve is located left of the Control Board (LEFT ARROW).



GSWH-2 GAS VALVE IDENTIFICATION

Top Valve - OLD VALVE (2 all black solenoids). OLD Valve must be replaced.

Bottom Valve - NEW VALVE (White ring on top of each solenoid). NEW Valve does NOT require replacement.



TECHNICAL SERVICE BULLETIN

TSB#: 16-025

Job Code: 9803310

Flat Rate:

TSB 09 Inspect ONLY .2 hr
TSB 10 Inspect and Rpl 1 hr

Date of Publication:

August 2016

NOTE: This Technical Service Bulletin will be valid within (1) year from the original date of publication.

Action Required

Inspect Girard Water Heater gas valve to confirm if replacement is required.
Replace Gas valve if inspection finds all black solenoids.

Affected Units

	2016		2017	
2016-2017 Seneca MH	G1	HB0115-0172 HF0110-0152 HG0073-0090 HH0077-0089 HJ0109-0138	H1	HB0051-0072 HF0051-0059 HG0051-0053 HH0051-0056 HJ0051-0069
2016-2017 Greyhawk MH	G1	MC0130-0180 ME0159-0236 ML0211-0300 MT0156-0214 MU0068-0073 MV0197-0452	H1	MC0051-0069 ME0051-0111 ML0051-0101 MT0051-0090 MV0051-0251 MW0051-0059 MX0051 MY0051
2016-2017 Precept MH	G1	UL0237-0395 UN0082-0088 UP0080-0082 UR0086-0148 US0076-0217	H1	UL0051-0166 UP0051-0055 US0051-0087 UT0051
2017 Seismic FW	H1	9G0059, 0060	9K0059	9L0051-0053
2017 North Point FW	H1	LG0054	LH0050, 0053 LL0058,0059,0089,0103,0111,0112,0119,0135,0139, 0144-0146,0161,0184,0191,0194 LY0058,0059,0067,0080	LZ0054
2017 Eagle HT FW	H1	P10076	PP0065,0068,0136,0146,0160,0167 PR0068,0104,0120,0121,0153	
2017 Pinnacle FW	H1	RG0065,0077,0078,0081 RL0071,0072,0081,0097,0099,,0106,0124,0125,0128 RM0054,0055,0070 RR0050	RH0067,0070 RN0060	RP0051,0057,0058,0062
2017 Designer FW	H1	S30051,0052	S40051	
2017 Eagle FW	H1	WA0054,0061,0089,0094,0095 WD0052,0054,0057,0078,0084,0085,0091,0097 WG0056,0058	WB0051,0059 WE0051,0055 WJ0054,0066	WC0085 WK0053,0069,0073

PARTS KIT 16-025TM

You must note the serial number of the Girard Water Heater on the order form to obtain the new valve.

1 Gas Valve

**Part kits mailed in US will include packaging to return the OLD valve to Jayco. The old valve is required for payment of US claims.
PLEASE DO NOT RETURN VALVES FROM CANADA**

INSTRUCTIONS

Please review and follow Girard's Inspection Instructions and when required, replacement instructions.



GIRARD PRODUCTS, LLC.

GSWH-2 "Removal and Replacement of Gas Valve" JAYCO TSB 16-025

US Claims will not be processed for payment without the return of the OLD valve. The OLD valve must be returned to Jayco in the packaging provided with the Bulletin Parts Kit 16-025TM.

Please do NOT return the old valves from CANADA.

Necessary Tools

Volt Meter

Manometer

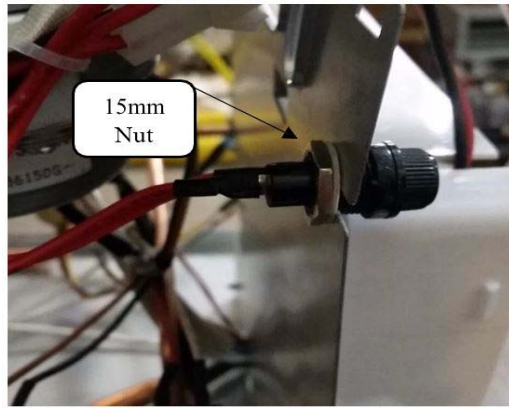
Short 15 mm wrench

19 mm wrench

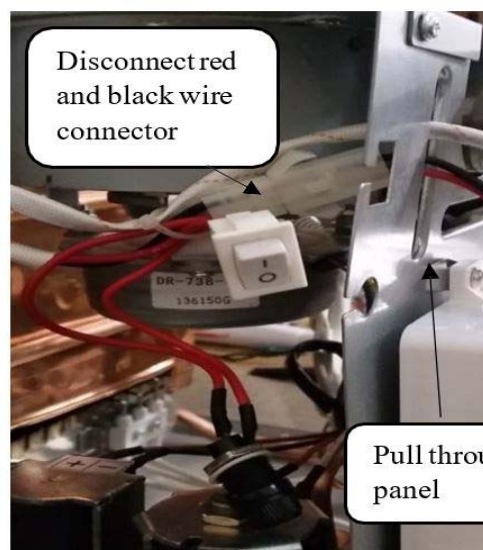
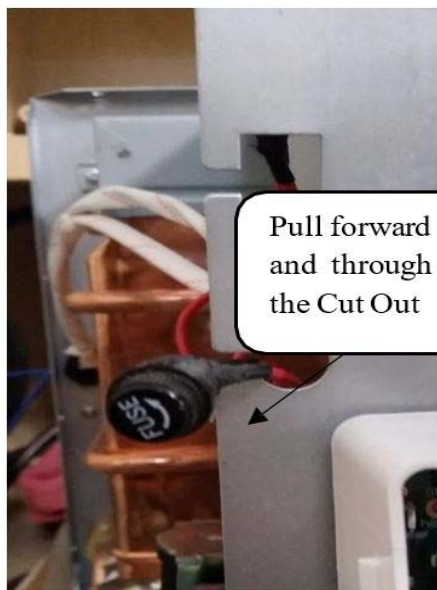
Side cutters

Phillips screwdriver

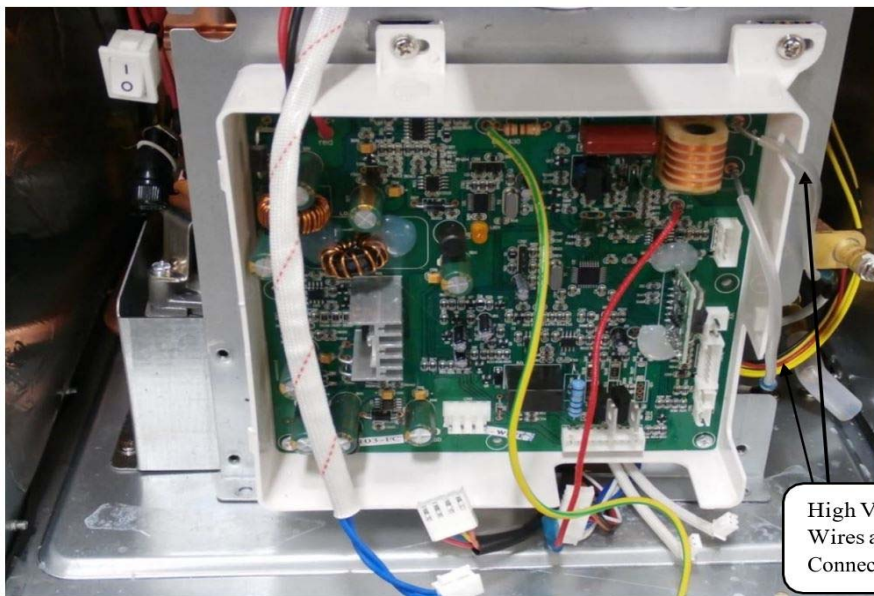
Turn off the power switch or pull the fuse to turn OFF power to the water heater.
Remove the power switch by pressing down on the top tab and up on the bottom tab.
Pull the switch out and pull the wires through the opening.
Then remove the 15 mm nut from the fuse holder.



Pull the fuse holder out and the wires through the cut out.



Remove the wire connectors from Main Control Board leaving the high tension lead wires connected.

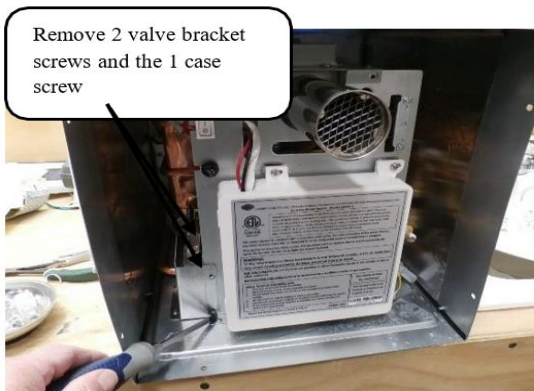


High Voltage
Wires and
Connections

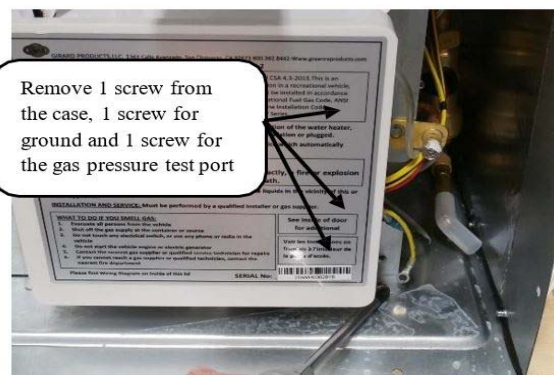


Remove 2 Top
Screws

Remove Philips screws that
mount the Controller Bracket
to the valve bracket and the
blower assembly.

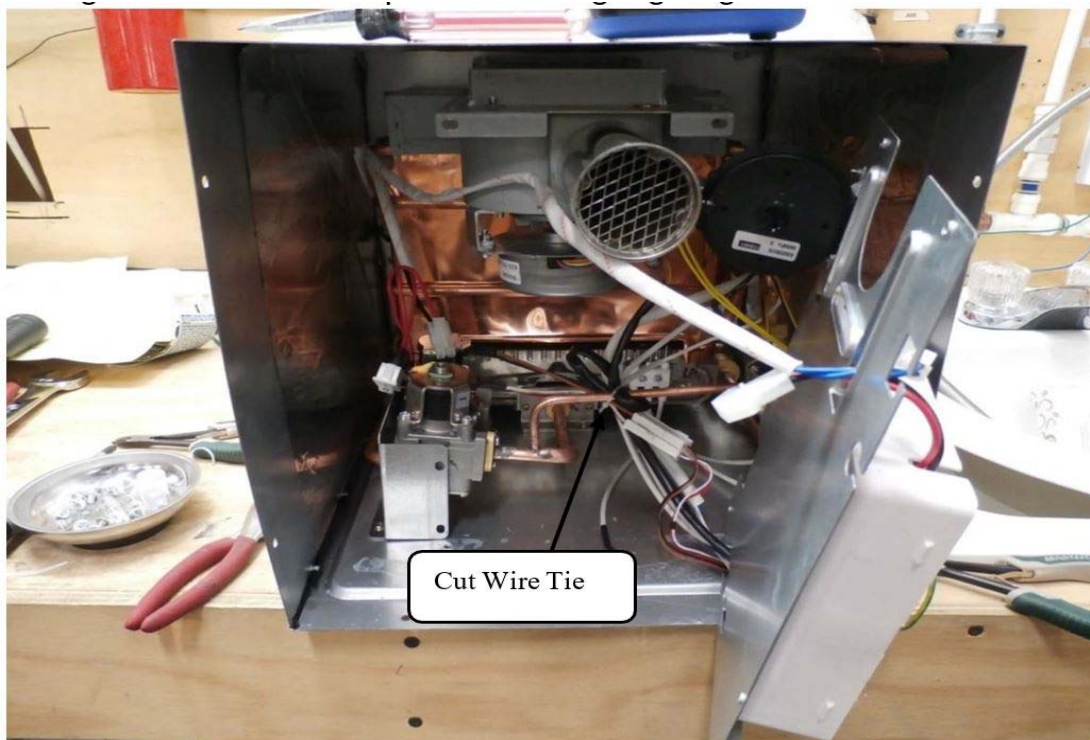


Remove 2 valve bracket
screws and the 1 case
screw

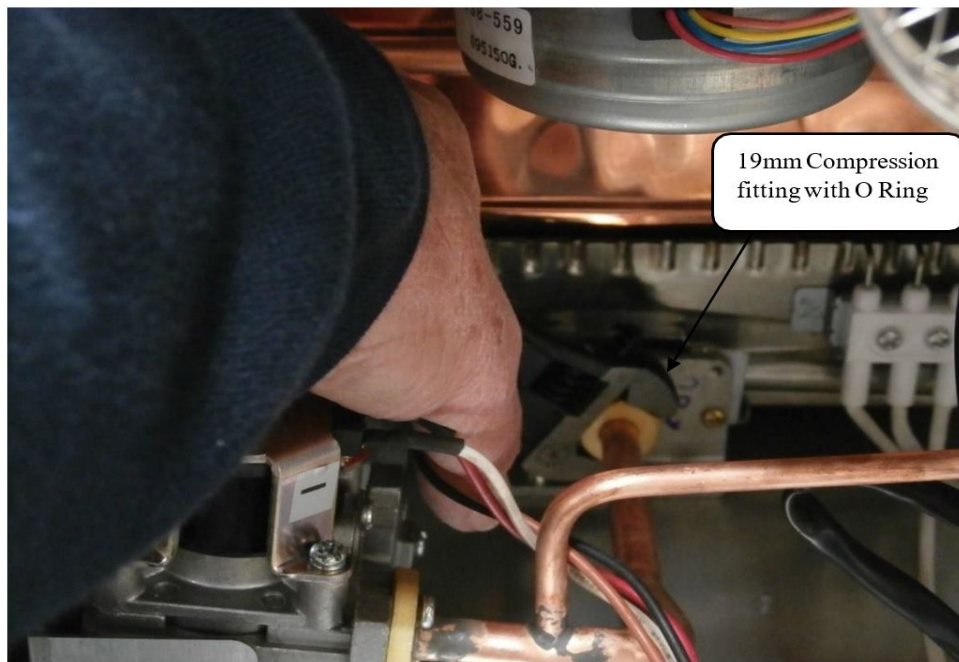


Remove 1 screw from
the case, 1 screw for
ground and 1 screw for
the gas pressure test port

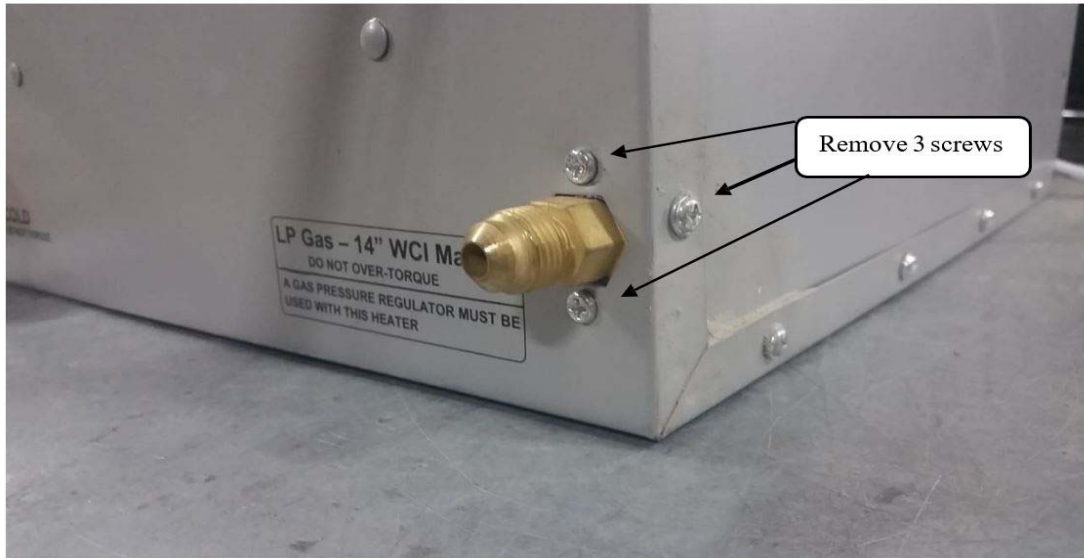
Swing the board and the panel to the right giving access to the internal components.



Remove the gas line from the orifice block using a 19 mm or 3/4 inch wrench.



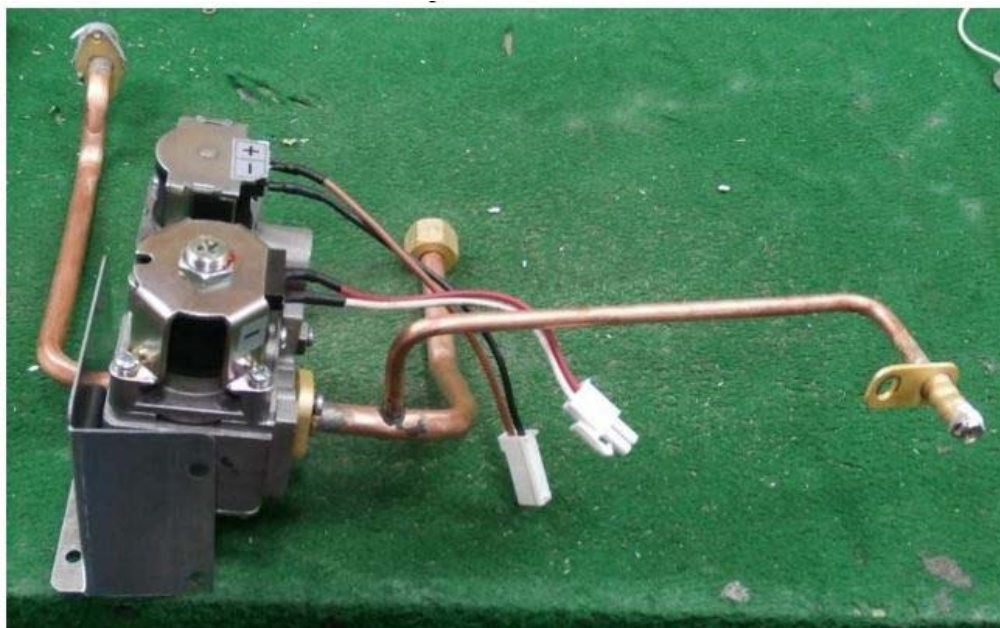
Remove the gas line from the water heater and cover to prevent damage. Remove three screws from the gas input fitting.



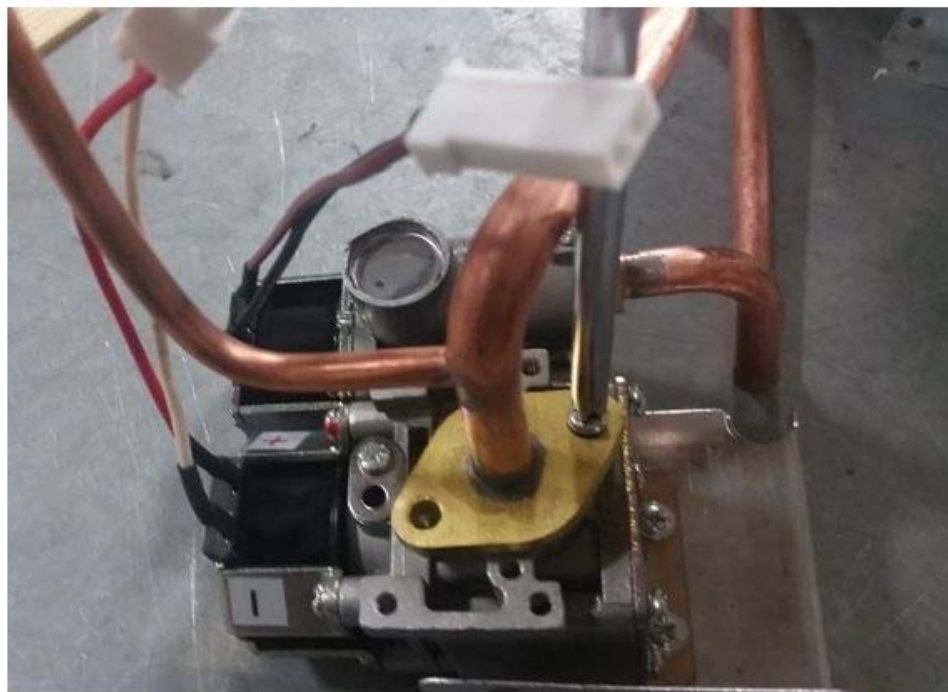
Remove the screws from Gas Valve bracket.
Pull gas valve out maneuvering the gas line past the burner.



Gas valve assembly removed.

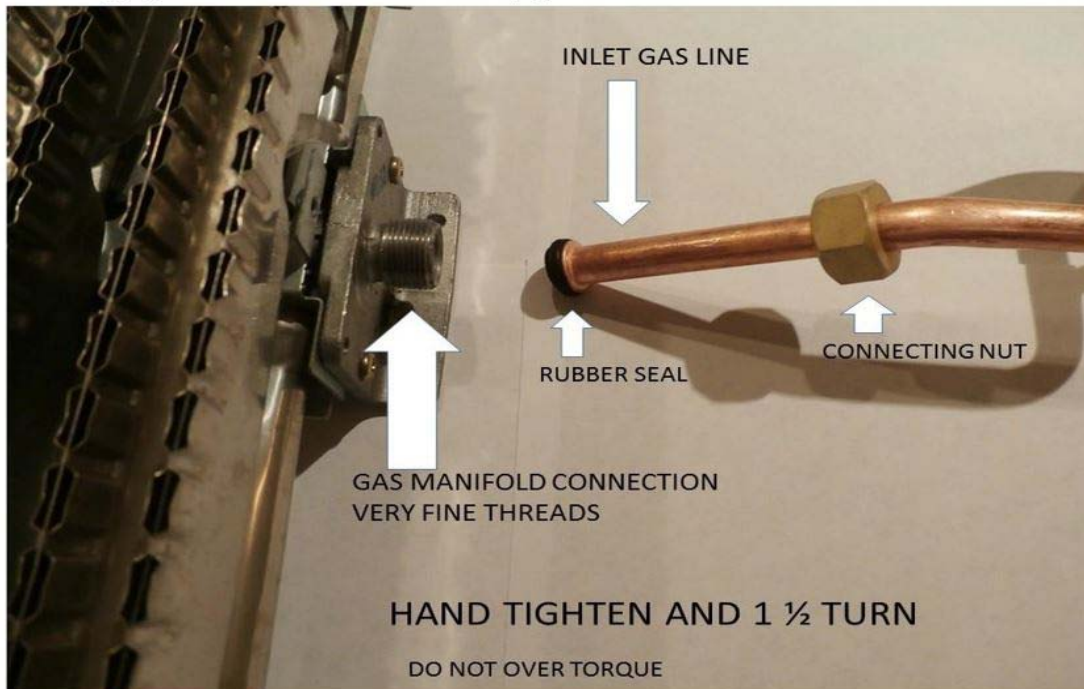


Remove outgoing gas line from the gas valve. Note the position of the O Ring.



Loosen the set screws that hold the input gas line in place and pull the gas line out of the valve.

When removing gas line from burner, please note:



Remove the gas line and check the O Ring integrity.



Remove bracket from the original gas valve and place it on the new valve.



Reassemble gas lines back onto the gas valve and install back into the water heater. Perform gas line test for possible leaks.



August 2016

903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-5861 • Fax (574) 825-7354

Technical Service Bulletin Notification TSB #16-025
Unit Serial Number

Dear Valued Jayco Customer:

Jayco has determined that certain 2016 – 2017 Seneca, Greyhawk and Precept motorhomes and certain 2017 Seismic, North Point, Eagle HT, Pinnacle, Designer and Eagle FW require inspection of the Girard water heater for possible replacement of the gas valve. This is **not** a safety issue, but an intermittent occurrence when the gas valve is not opening to light the burner of the water heater. Please carefully read and follow the enclosed inspection instructions to confirm if the gas valve is affected by this bulletin. If you are not comfortable performing this inspection, please feel free to contact Jayco Customer Service or your Jayco Dealer for assistance.

Upon inspection, if you find the gas valve does **NOT** require replacement, please complete the provided reply form and return to Jayco. IF the gas valve requires replacement, please contact a Jayco Dealer to set an appointment and present this letter as authorization to have the bulletin repair completed at **no cost** to you. ***The servicing dealer must have the serial number of the water heater in your RV to order the replacement valve for your appointment.***

The coverage period for this Technical Service Bulletin is for one (1) year from the release of this notification. (August 2016 – August 2017) If you have sold or traded your vehicle, or for any reason cannot have this service performed, please contact the Jayco Customer Service Department at 800-283-8267.

We apologize for any inconvenience this may cause. However, we are confident that this improvement will offer continued satisfaction with your Jayco recreational vehicle.

Sincerely,
Jayco Towable and Motorized Divisions



STARCRAFT



Bulletin Reply Form

Jayco Corp Engineering/Regulatory Compliance
903 South Main Street P.O. Box 460 Middlebury IN 46540

TSB Number **16-025**

Unit Serial #

Name:

Address:

City:

State:

Zip Code:

Home Phone#: _____ Work Phone#: _____

Please complete the appropriate information below and return to Jayco.

When inspection confirms a new gas valve is required, Please contact a Jayco Dealer to set an appointment for the repair. The servicing Dealer *must have the serial number of the water heater to order the new valve for your appointment.*

The serial number of the Girard Water Heater in my RV is **2GWH000**

I inspected the Girard Water Heater according to instructions provided with the Bulletin notification letter and confirmed the following:

☐ Each of the current gas valve solenoids has **White Rings** -Valve replacement is **NOT** required

☐ I do not possess the vehicle for the following reason:

☐ Destroyed/Totaled

☐ Stolen

☐ Exported

Signature: _____
Current Owner Signature

Date: _____

Please return this form in the enclosed postage paid envelope or email to recalls@jayco.com with **Girard** in the subject line.

Thank you.