



October 2017

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

## **Technical Service Bulletin Notification TSB #17-011**

Dear Valued Dealer:

Jayco has determined that certain Model Year 2018 Jayco Greyhawk, Redhawk and Envoy 100 and 200 Series Class C motorhomes equipped with leveling jacks require reinforcement added to the mounting bracket of the leveling system's hydraulic pump.

Our records indicate that the following unit is currently part of the inventory at your dealership and requires the bulletin repair 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.** (October 2017- October 2018). 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. If you have questions regarding this Service Bulletin, please contact Jayco Motorized Customer Service at 800-517-9137.

We apologize for any inconvenience this may cause.

Sincerely,  
Jayco Motorized

# TECHNICAL SERVICE BULLETIN



**TSB#** 17-011

**Date of Publication** October 2017

**Job Code** 9903360

**Series/Flat Rate** TSB 13 Inspect Only .15  
TSB 14 Inspect and repair .3

**NOTE: This Technical Service Bulletin will be valid for (1) year from the original date of publication.  
REQUIRES PARTS KIT**

## ACTION REQUIRED

The mounting bracket for the leveling system hydraulic pump requires reinforcement.

## AFFECTED UNITS

2018 Greyhawk and Redhawk Class C Motorhomes with Leveling Jacks  
2018 Envoy 100 and 200 Series Class C Motorhomes with Leveling Jacks  
Affected units were manufactured 11-18-2016 through 6-29-2017.

## PARTS KIT 17-011JM

**Note: Kit can only be ordered using the order form included with this bulletin.**

- 1 - Bracket - 7ga steel
- 2 - Bolts 3/8" x 1-1/2"
- 2 - Nuts 3/8"
- 2 - Lock washers 3/8"



## Misc. Tools and Supplies

9/16" Open end / box end wrench  
Ratchet wrench with 9/16" deep well socket  
Power drill with a 3/8" drill bit  
Safety glasses

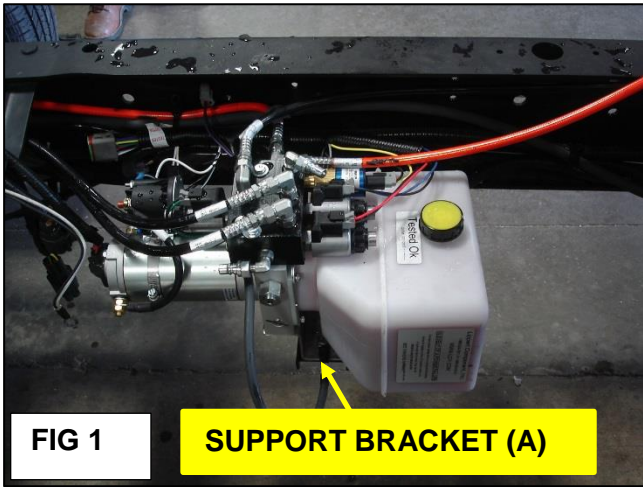


FIG 1

SUPPORT BRACKET (A)

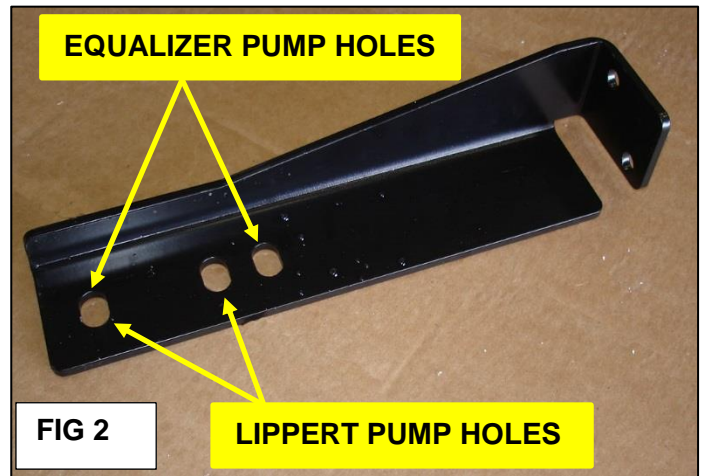


FIG 2

LIPPERT PUMP HOLES

FIG 1: The Hydraulic pump is located on the driver side frame rail.

The bracket installs on top of the existing support bracket (A).

FIG 2: Kit bracket is **universal to fit with the older Equalizer pump or the newer Lippert pump.**

## INSPECT THE PUMP SUPPORT BRACKET

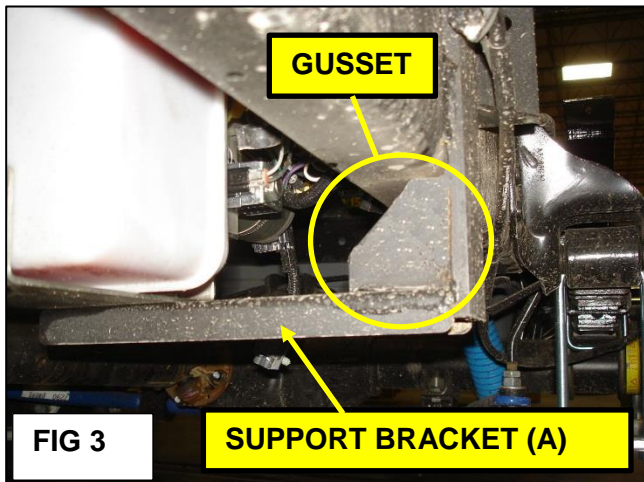


FIG 3

SUPPORT BRACKET (A)

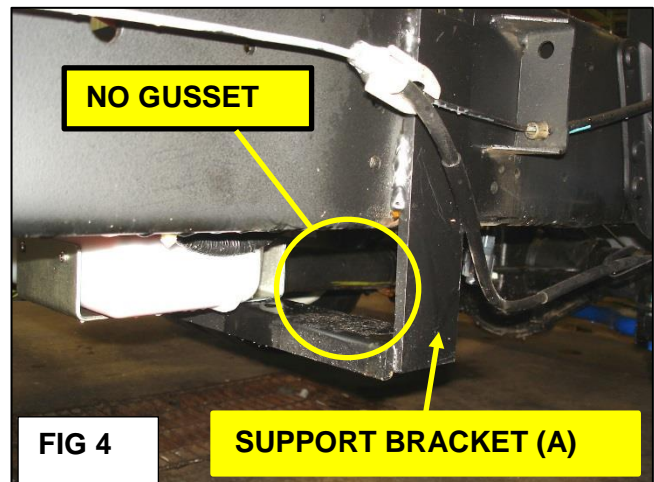


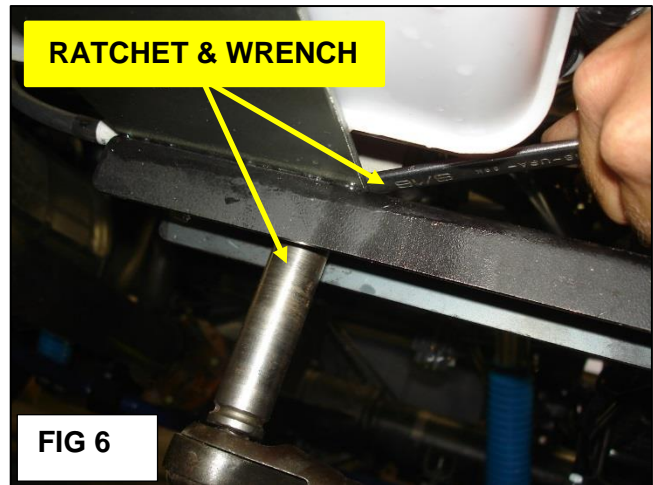
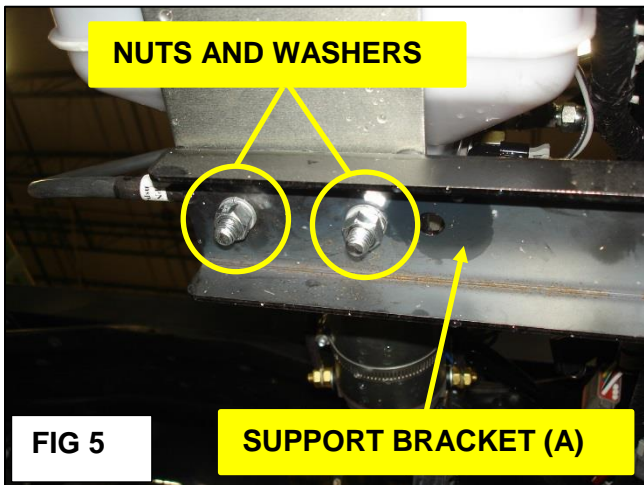
FIG 4

SUPPORT BRACKET (A)

FIG 3: If the support bracket (A) has a gusset, the additional bracket is **NOT** required.

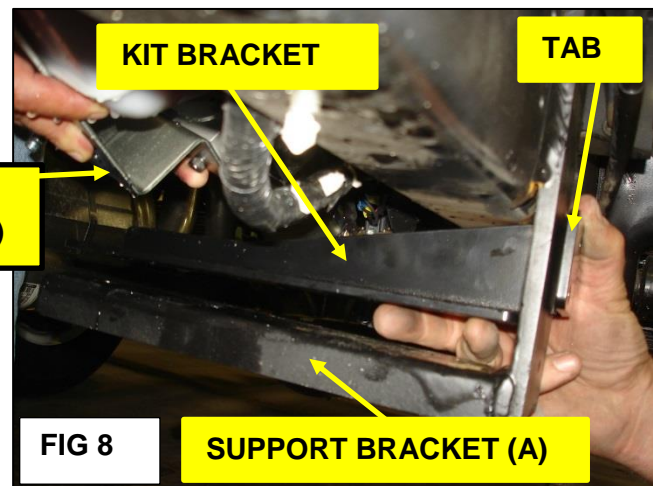
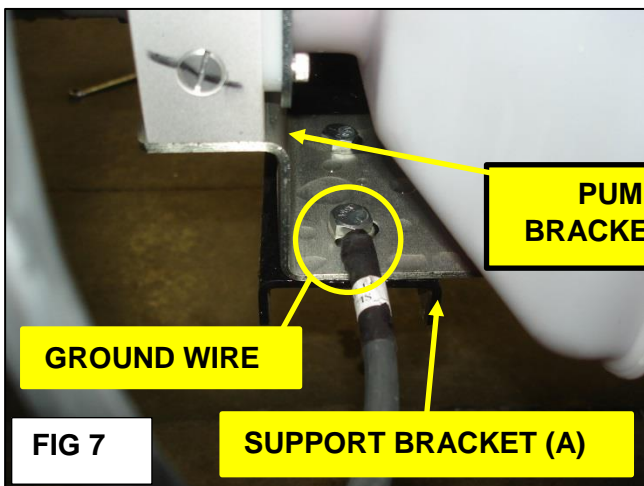
FIG 4: If there is no gusset on the support bracket (A), the additional bracket must be installed per the following repair instructions.

## REPAIR INSTRUCTIONS



### **STEP 1:**

**FIG 5 & 6:** Remove the two 3/8" nuts, lock washers and bolts that attached the pump to the support bracket, (A) with the ratchet and open end wrench.

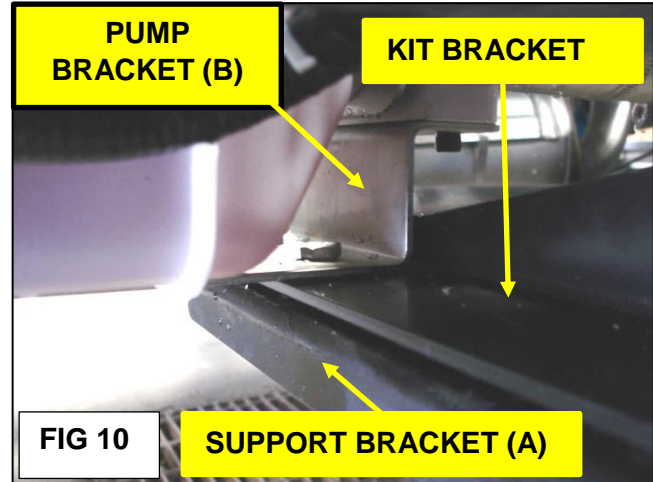


### **STEP 2:**

**FIG 7:** A ground wire is attached to one bolt on the top side of the silver pump bracket (B). Remove the bolts along with the ground wire. (Bolts and ground wire will be re-installed)

**FIG 8:** Place the new kit bracket between the support bracket (A) and the silver pump bracket (B). The Kit bracket will sit flush on top of the support bracket (A).

The tab on the end of the Kit bracket fits around the end of the support bracket (A).



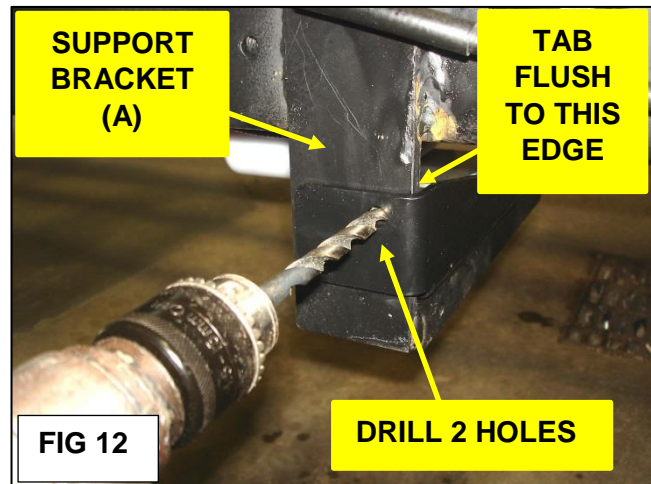
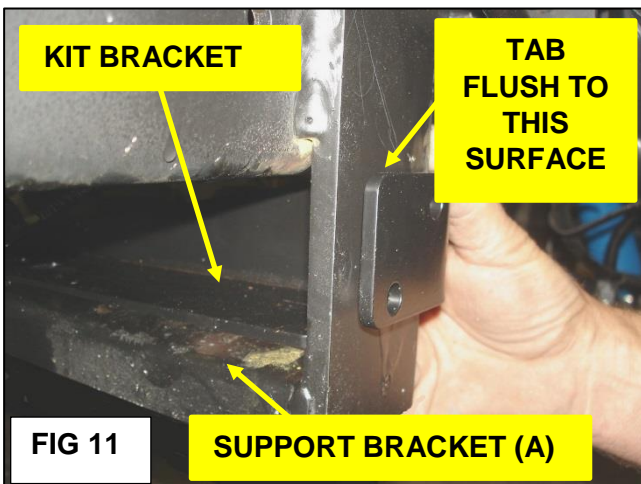
**STEP 3:**

**FIG 9:** Insert the two 3/8" x 1" bolts (removed in **STEP 1**) into the holes in the pump bracket (**B**). Re-install the ground wire as shown.

**FIG 10:** The Kit bracket is sandwiched between the support bracket (**A**) and the pump bracket (**B**). The Kit bracket should be sitting flush on top of support bracket (**A**).

The 3/8" x 1" bolts go through **all 3 brackets** and are secured with the 3/8" nuts and lock washers removed in Step 1.

**Leave the bolts loose temporarily until the Kit bracket is positioned properly.**

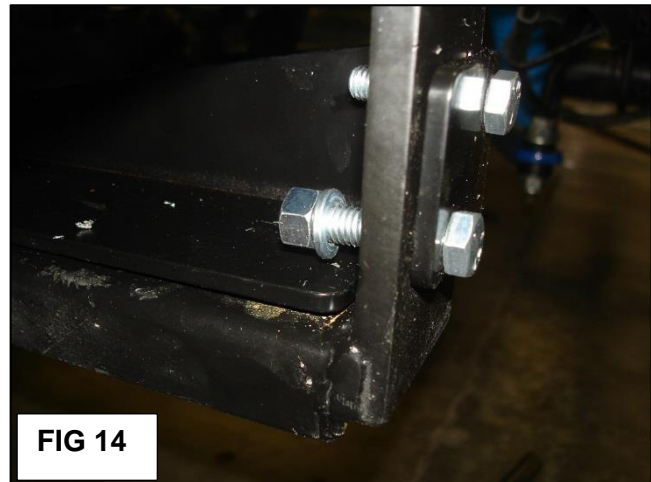
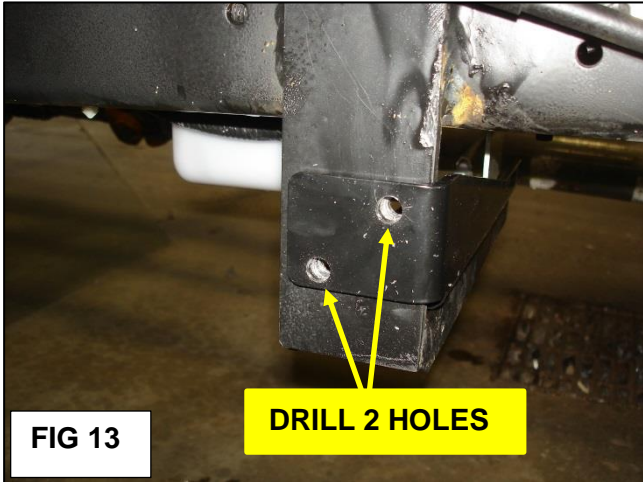


**STEP 4:**

**FIG 11:** Kit bracket should be flush on top of support bracket (**A**)

The tab on the end of the Kit bracket should be flush to the vertical surface of the support bracket (**A**). Tighten the two nuts underneath the support bracket (**A**).

**FIG 12:** Drill the two holes on the Kit bracket tab through the support bracket (**A**).



**STEP 5:**

**FIG 13:** Shows two 3/8" holes drilled into the support bracket (A).

**Cover the exposed metal from drilling the two holes in the support bracket with black rustoleum paint ( or eqivalant type of paint ) and allow to dry.**

**FIG 14:** Insert the two 3/8" x 1-1/2" into the two holes.

Attach the 3/8" lock washers and nuts to the bolts.

Secure the nuts using the ratchet and the 9/16 socket and open end wrench.

Jayco Service / Parts  
 TSB Order Form  
 Fax (800) 825-8409



**TSB 17-011**  
**Bracket for Hydraulic pump**  
**Leveling Jacks**

Date of Publication: October 2017

Dealer Name: \_\_\_\_\_

Dealer Account Number: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Ship To: \_\_\_\_\_

P.O.# \_\_\_\_\_

Attn: \_\_\_\_\_

Ship Via: \_\_\_\_\_

**Each unit serial number MUST be recorded when ordering.**

Quantity Ordered	Serial Number of Unit (Last 8 Digits)	Part Number <i>One Kit per Unit</i>	U/M	Unit Price
1		17-011JM KIT, Hydraulic Pump Brkt 9803360	EA	N/C
1		17-011JM KIT, Hydraulic Pump Brkt 9803360	EA	N/C
1		17-011JM KIT, Hydraulic Pump Brkt 9803360	EA	N/C
1		17-011JM KIT, Hydraulic Pump Brkt 9803360	EA	N/C
1		17-011JM KIT, Hydraulic Pump Brkt 9803360	EA	N/C
1		17-011JM KIT, Hydraulic Pump Brkt 9803360	EA	N/C
1		17-011JM KIT, Hydraulic Pump Brkt 9803360	EA	N/C

**THESE PARTS CAN ONLY BE ORDERED USING THIS FORM.**  
**You can not order using the website.**



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**Technical Service Bulletin Notification TSB #17-011**  
**Unit Serial Number:**

Dear Valued Customer:

Jayco has determined that certain Model Year 2018 Jayco Greyhawk, Redhawk and Entegra, Envoy 100 and 200 Series Class C motorhomes equipped with leveling jacks require reinforcement added to the mounting bracket of the leveling system's hydraulic pump.

Our records indicate that your motorhome is affected by this service bulletin. Please contact your nearest Jayco/Entegra dealer to schedule an appointment and present this letter as authorization to have the procedure completed at **no cost** to you.

**The coverage period for this Technical Service Bulletin is for one (1) year from the release of this notification.** (October 2017 – October 2018) If you have sold or traded your vehicle, or for any reason cannot have this service performed, please contact the Jayco Motorized Customer Service Department at 800-517-9137.

We apologize for any inconvenience this may cause.

Sincerely,  
Jayco Motorized