



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

July 2019

Technical Service Bulletin Notification TSB #19-022

Dear Valued Dealer:

Jayco has determined that certain Model Year 2016 and 2017 Greyhawk and Redhawk Class C motorhomes **manufactured with leveling jacks** may require reinforcement 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.

VIN

If you 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 our website. If you have questions, please contact Jayco Motorized Customer Service at 800-517-9137.


We apologize for any inconvenience or concern this Bulletin may cause and want to assure you that Jayco is taking all the necessary steps to ensure our product quality meets your

Sincerely,
Jayco Motorized



Leveling System Pump Reinforcement Bracket

Bulletin Type:	Technical Service Bulletin TSB	Publication Date:	June 2019
Bulletin #:	19-022	Make:	Jayco Motorized
Job Code:	9803439	Model(s):	Greyhawk Redhawk
Flat Rate:	TSB 13 Inspect no repair .15 hr TSB 14 Inspect and repair .3 hr	Model Year(s):	2016-2017

Incident:	The mounting bracket for the leveling system pump requires reinforcement.	
Affected Units:	ALL 2016 -2017 Greyhawk motorhomes 2016-2017 Redhawk motorhomes <i>manufactured w a leveling system</i>	
Parts	Parts Kit #:19-022JM	
	Parts Kit Contents: <ul style="list-style-type: none"> 1 - Bracket – 7ga Steel 2 – Bolts, 3/8-16 x 1-1/2" 2 – Nuts, 3/8-16 2 – Lock washer, 3/8" 	
Misc. Tools & 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	
Parts Return Information:	NA	

INSPECTION INSTRUCTIONS

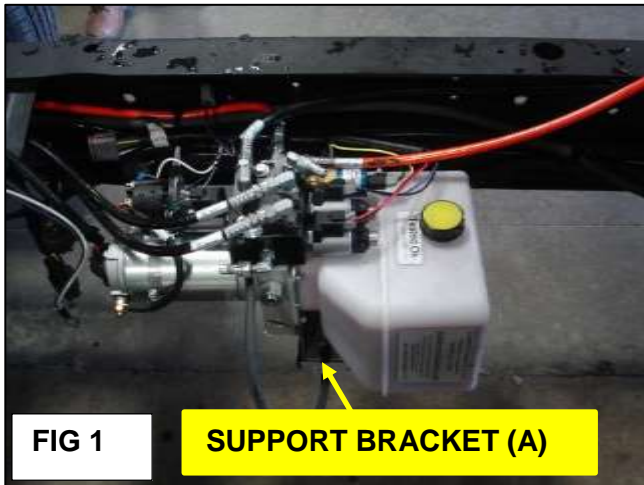


FIG 1:

- The Hydraulic pump is located on the driver side frame rail.
- The kit bracket installs on the top of the existing support bracket (A).

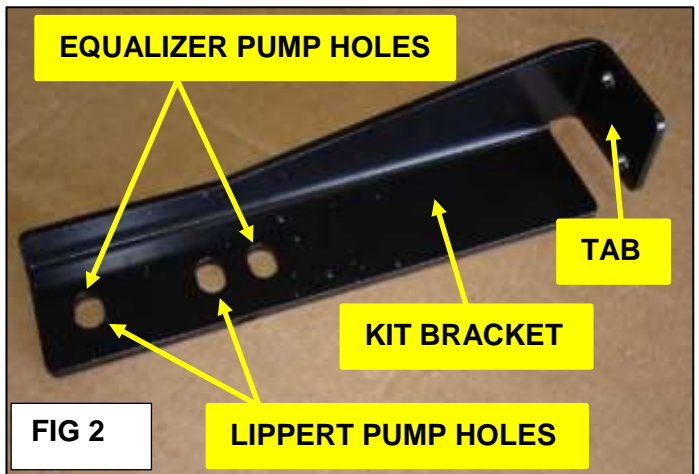


FIG 2:

- **The kit bracket is universal to fit with the older Equalizer Systems pump or the newer Lippert pump.**

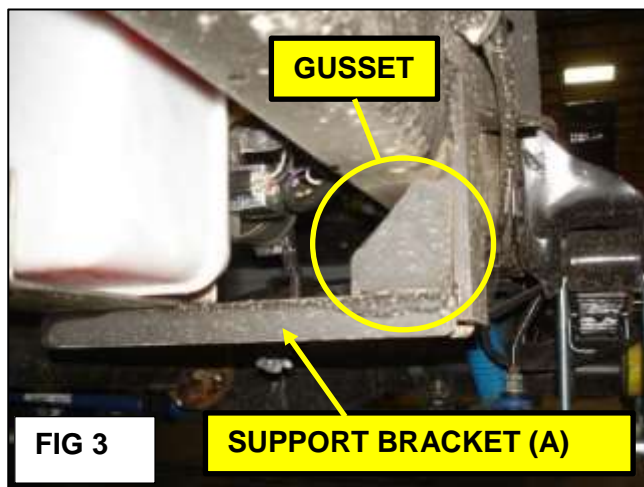
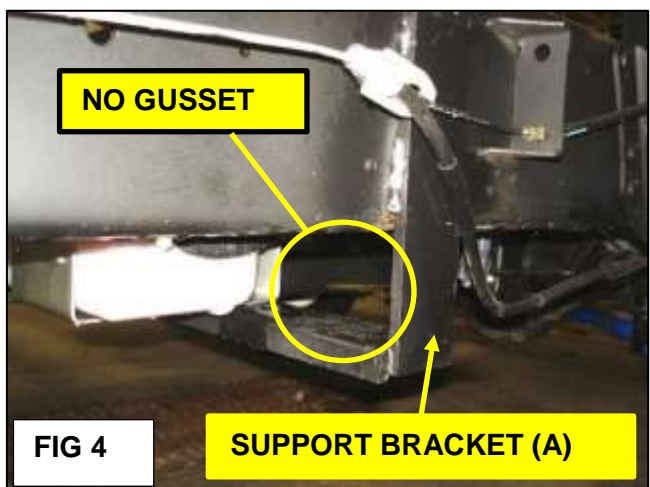


FIG 3:

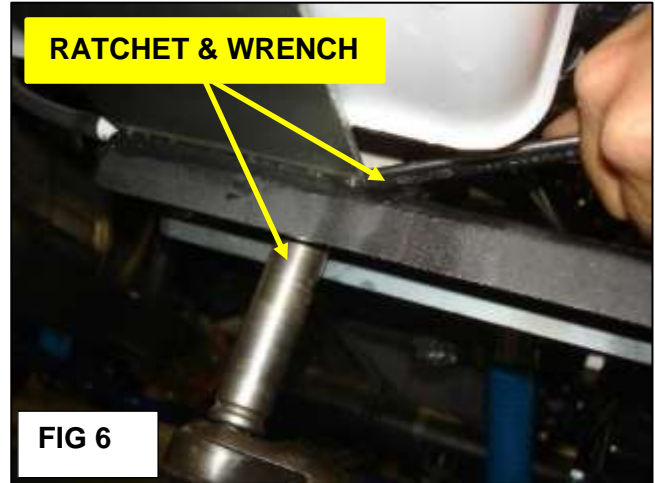
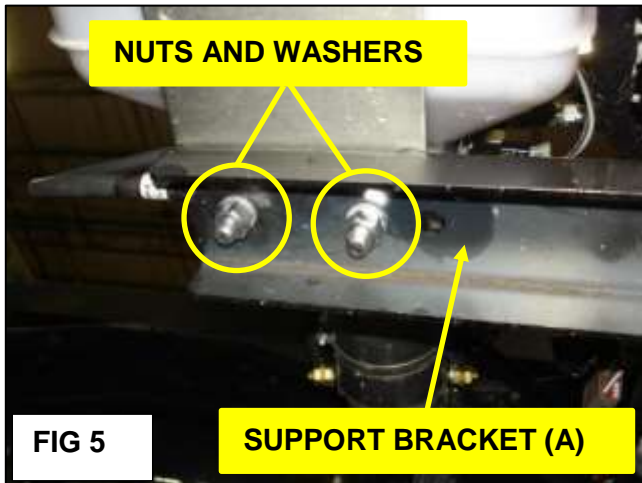
- **INSPECT THE PUMP SUPPORT BRACKET** (Located underneath the pump).
- If the support bracket (A) has a gusset, the additional bracket is **NOT** required.
- No further action is necessary.

FIG 4:

- If there is **NO** gusset on the support bracket (A), the additional bracket (from the kit) must be installed per the following repair instructions.



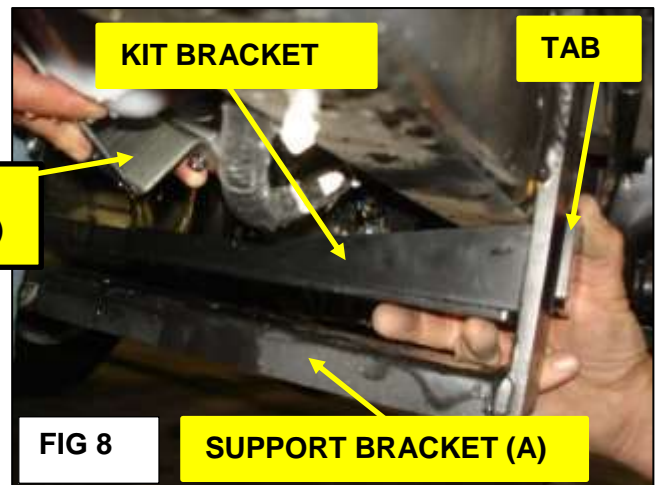
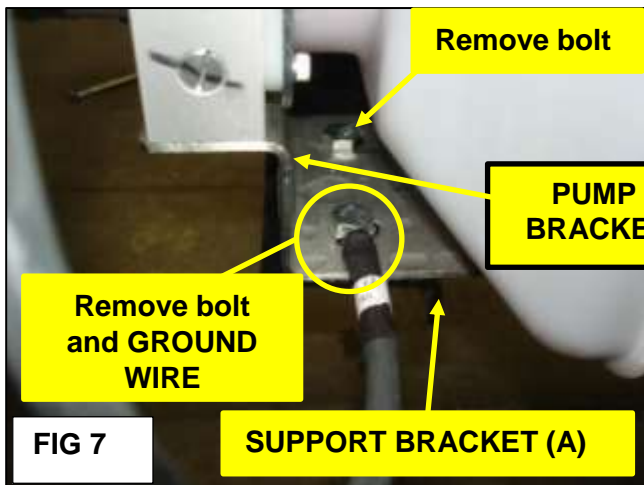
REPAIR INSTRUCTIONS



STEP #1:

FIG 5 & 6:

- Remove the two 3/8" nuts, lock washers, and bolts that attached the pump to the support bracket (A) (underneath the pump).
- Use the ratchet and open end wrench.



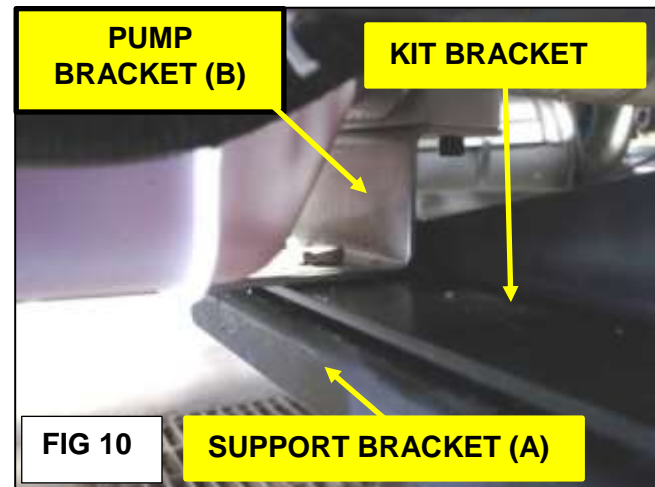
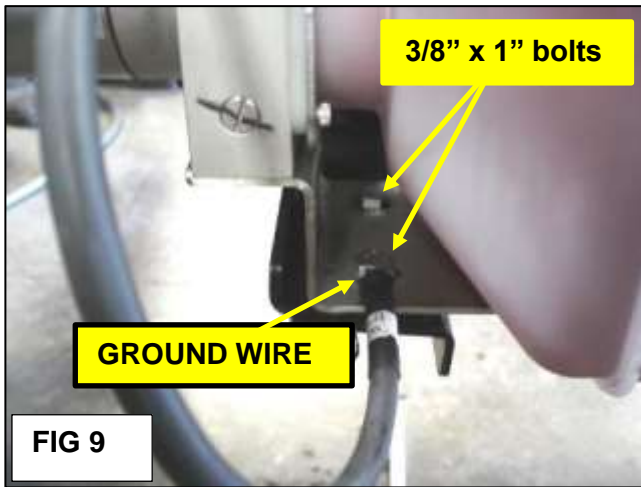
STEP #2:

FIG 7:

- A ground wire is attached to one bolt on the top side of the silver pump "Z" bracket (B).
- Remove the two bolts shown here – the one with the ground wire and the one directly behind that.
- Bolts and the ground wire will be re-installed later.

FIG 8:

- Place the kit bracket between the support bracket (A) and the silver pump "Z" 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 vertical part of the support bracket (A).



STEP #3:

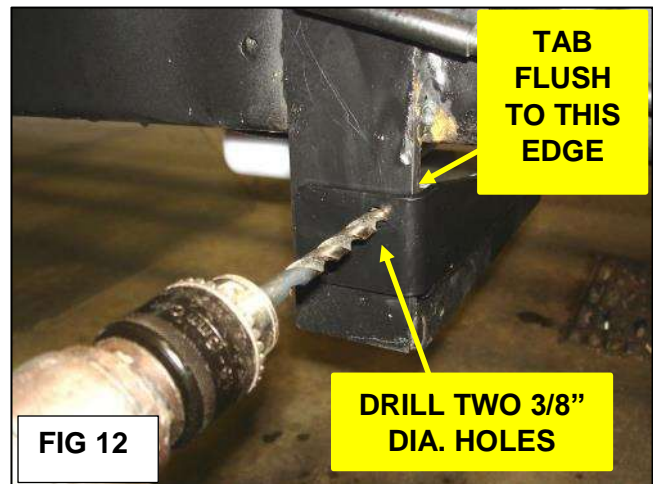
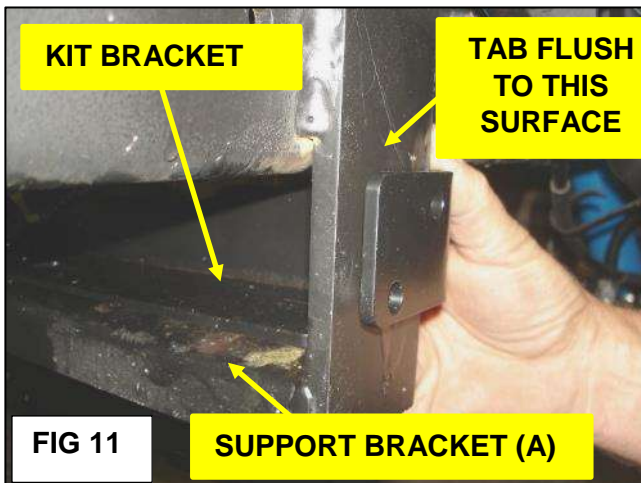
FIG 9:

- Insert the two 3/8" x 1" bolts (removed in **STEP #1**) into the holes in the silver pump "Z" bracket (B).
- Re-install the ground wire.

FIG 10:

- The kit bracket is sandwiched between the support bracket (A) and the silver pump "Z" bracket (B).
- The kit bracket should be sitting flush on top of the support bracket (A).
- The 3/8" x 1" bolts (Fig 9) 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.



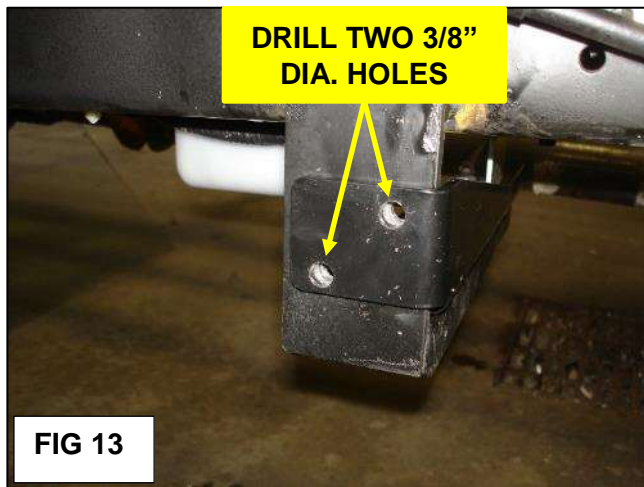
STEP #4:

FIG 11:

- The 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 support bracket (A).
- Tighten the two 3/8" nuts underneath support bracket (A).

FIG 12:

- Drill the two holes on the kit bracket tab through vertical support bracket (A).
- Refer to **FIG 13** to see drilled holes.



STEP #5:

FIG 13:

- Holes drilled into the vertical support bracket (A).
- **Paint the exposed metal from drilling the holes in the support bracket with black Rustoleum paint (or equivalent type of paint) allow to dry.**

FIG 14:

- Insert the two 3/8" x 1-1/2" bolts 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's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco at 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.

903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-0608 • Fax: (574) 825-0572



Highland
RIDGE RV

STARCRAFT

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

TSB # 19-022
2016-2017 Greyhawk
2016-2017 Redhawk w optional leveling system

Dealer Name: _____

Dealer Account Number: _____

Ship To: _____

Attn: _____

Phone: _____ Fax: _____

P.O.# _____

Ship Via: _____

Each unit serial number MUST be recorded when ordering.

Quantity Ordered	Serial Number of Unit (Last 8 Digits)	Part Number	U/M	Unit Price
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C
1		19-022JM KIT, L&W bracket 98003439	EA	N/C

THESE PARTS CAN ONLY BE ORDERED USING THIS FORM.