

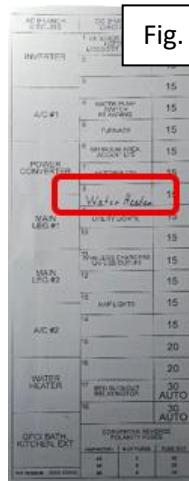
Firefly G12 Communication to Water Heater

Bulletin Type:	TSB	Publication Date:	May 2026
Bulletin #(s):	26-009	Make(s):	Jayco & Entegra Coach
Job Code(s):	9803650	Model(s):	Accolade, Seneca Accolade XT, Seneca XT Vision XL, Precept
Flat Rate(s):	9803650A - 0 .10 HR – G12 Harness Board Wiring Inspection Only 9803650B - .50 HR – G12 Harness Board Wiring Inspection and Repair	Model Year(s):	2026

Incident:	G12 is causing a fault in the system when the Suburban Water Heater is operated from the Firefly screen.
Affected Units:	2026 Jayco Seneca, Seneca XT, Precept & 2026 Entegra Coach Accolade, Accolade XT, Vision XL
Parts Kit: N/A	Parts Kit #: N/A N/A
Misc. Tools & Supplies:	Screw Gun with Square Head Bit Wire Strippers De-pinning Tool 15A Blade Fuse
Parts Return Information:	N/A

G12 COMMUNICATION INSPECTION

- Proceed with the repair if a 15A blade fuse is not installed in position 8 in the front side of the load center as shown in Figure A.



G12 COMMUNICATION REPAIR INSTRUCTIONS

1. Locate the Firefly touch screen or control panel in the coach, extend the bed slideout fully so the bed base is fully accessible.

2. Using a screw gun and square head bit, remove the fasteners securing the bed panel and plywood to the front of the bed base over the load center.

3. Locate the plug for the G12 harness. (Figure 1)

4. Using a de-pinning tool, remove the pin in Pin 9 (14 AWG orange), of the G12 Harness. **NOTE: If you do not have a de-pinning tool, you can use wire strippers/cutters and cut the orange wire at the base of the plug.** (Figure 2)

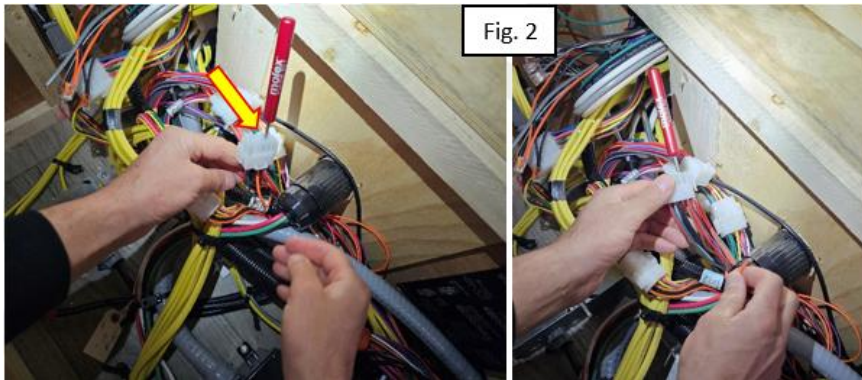


Fig. 2

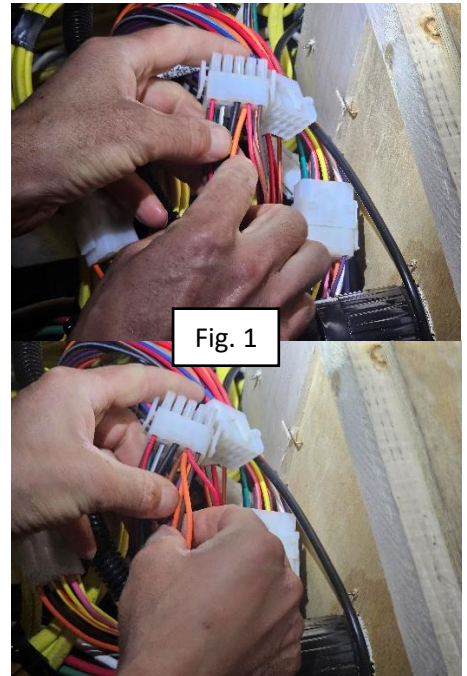


Fig. 1

5. Use wire cutter/strippers, to remove the pin from the end of the 14 AWG orange wire. (Figure 3)

6. Strip the end of the orange wire. (Figure 4)



Fig. 3

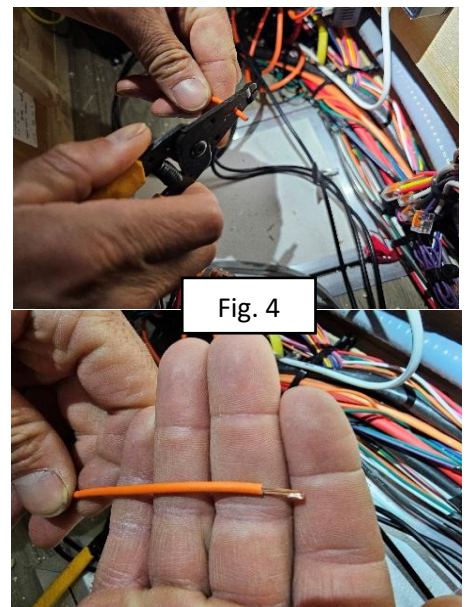


Fig. 4

WARNING

Indicates a potentially hazardous situation that, if not avoided, may result in death or serious injury.

WARNING

Ensure all power to the coach has been disconnected and the coach is fully powered off, prior to starting the repair.



Technical Service Bulletin Notification TSB #: 26-009

Unit Serial Number: DEVICEID»

May 2026

«Name»
«Address»
«City» «State» «ZIP»

Dear Valued Dealer,

Jayco has determined that certain 2026 Jayco Seneca, Seneca XT, Precept & 2026 Entegra Coach Accolade, Accolade XT, Vision XL requires a repair to be made on the G12 Harness for Firefly communications with the water heater. The repair will allow the water heater to function without interruption of the Firefly system.

Our records indicate that the following vehicle is currently part of the inventory at your dealership and requires the Service Bulletin repair prior to being retail sold:

DEVICEID»

If you have sold this affected vehicle, please contact the current owner regarding this Service Bulletin and process the Warranty Registration for them. All pertinent information regarding this Service Bulletin is on file under the Case 26-009 TSB Lines in Jayco Partners.

If you have questions regarding this Service Bulletin, please contact the Jayco Customer Service Department at 800-283-8267.

Sincerely,
Jayco Motorized Division

903 South Main [Street](#) • P.O. Box [460](#) • Middlebury, IN 46540



Technical Service Bulletin Notification TSB #: 26-009

Unit Serial Number: DEVICEID»

May 2026

«Name»
«Address»
«City» «State» «ZIP»

Dear Valued Customer,

Jayco has determined that certain 2026 Jayco Seneca, Seneca XT, Precept & 2026 Entegra Coach Accolade, Accolade XT, Vision XL requires a repair to be made on the G12 Harness for Firefly communications with the water heater. The repair will allow the water heater to function without interruption of the Firefly system.

Our records indicate that your vehicle is affected by this Service Bulletin. Please contact your nearest Jayco dealer to schedule an appointment. Present this letter as authorization to have the procedure completed at no cost to you.

«DEVICEID»

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 800-283-8267.

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 expectations.

Sincerely,
Jayco Motorized Division

903 South Main Street • P.O. Box 460 • Middlebury, IN 46540