



Hydraulic Leveling System – Pump & Reservoir Support Bracket

Bulletin Type:	Safety Recall	Publication Date:	February 2, 2021
Bulletin #(s):	20V-780 US Units 2021-009 CN Units	Make(s):	Jayco Motorized Entegra
Job Code:	9903528	Model(s):	2020 and 2021 Greyhawk, Greyhawk Prestige, Redhawk, Redhawk SE, Esteem and Odyssey
Flat Rate:	2 Hours	Model Year(s):	2020-2021
Incident:	The supporting bracket for the hydraulic pump and reservoir breaks, allowing the pump and reservoir to fall to the ground.		
Affected Units:	All units with a hydraulic system installed by Jayco during the original build. CASE RECALL LINES in Partners note the affected unit serial numbers.		
PARTS KIT Kit #20V-780F Universal bracket - plate w 3 holes – Ford Chassis – ALL Model Years. OR Kit #20V-780C Universal bracket – Chevy Chassis- REDHAWK SE	Each Kit contains the following hardware: (4) .38-16 zinc hex nut (4) .38-16x1.00 GR5 zinc carriage bolt (4) .38 zinc USS flat washer (4) .38 zinc split lock washer (2) .38-16x1-1/2 grade 5 zinc hex tap bolt AND ONLY ONE BRACKET FOR EACH AFFECTED MOTORHOME 20V-780F- 1 Universal bracket for Ford Chassis – 3 holes in plate OR 20V-780C- 1 Universal bracket for Chevy Chassis REDHAWK SE ONLY		
	Misc. Shop Supplies and tools: Sawzall with steel cutting blade OR 4" die grinder 9/16" long socket and ratchet 9/16" open end wrench Box to support the pump during the repair 9/16" short socket and extender		

INSPECTION

Inspect hoses and connection for damage, sign of wear or loose connections.

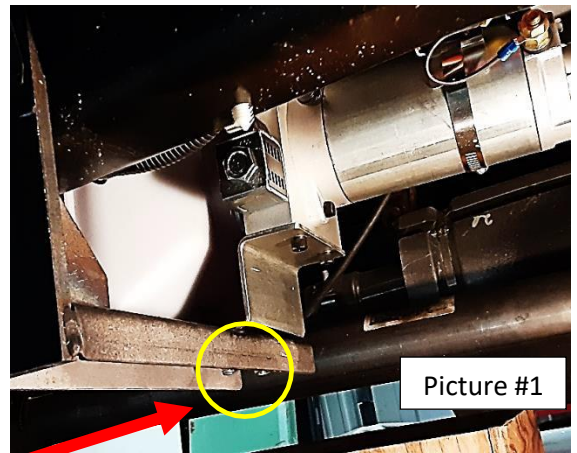
INSTRUCTIONS

NOTE: The repair will be easier if you do not set the emergency brake on the motorhome. This will allow more slack in the brake cable in the bracket area. **Be sure to block the tires and put the gearshift in park to prevent the motorhome from moving during the repair.**

1. Obtain a box or similar support mechanism to support the leveling pump so when you remove the bolts from the support bracket you can lower the pump on it. Make sure the support is high enough as to not stress any hydraulic connections once the pump is resting on it. (Picture #2)

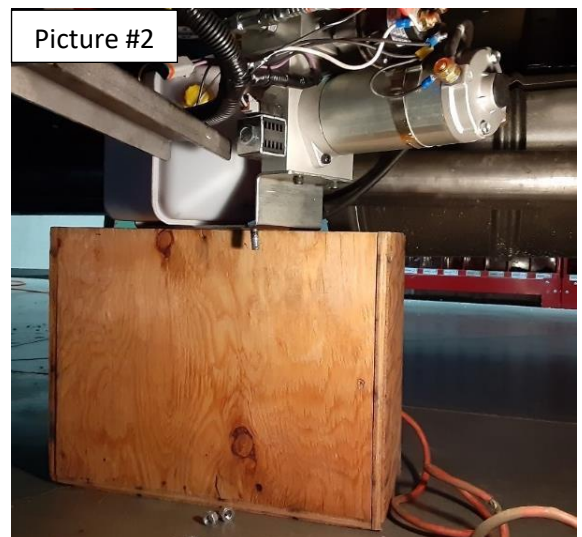
2. Using a 9/16" socket wrench, loosen and remove the (2) bolts securing the pump to the support bracket. Remove the bolts and discard, set aside the nuts and lock washers for attaching the new bracket. (Picture #1).

3. Remove the pump ground wire from the bracket.



Picture #1

4. Lower the hydraulic pump onto the support box. Insure Make sure the support is high enough as to not stress any hydraulic connections once the pump is resting on it. (Picture #2)



Picture #2

5. Using a sawzall or 4" die grinder, cut the existing support bracket off even with the bottom of the frame rails (Picture 3 & 4). Use caution to insure sparks do not damage the hydraulic hoses and reservoir container.

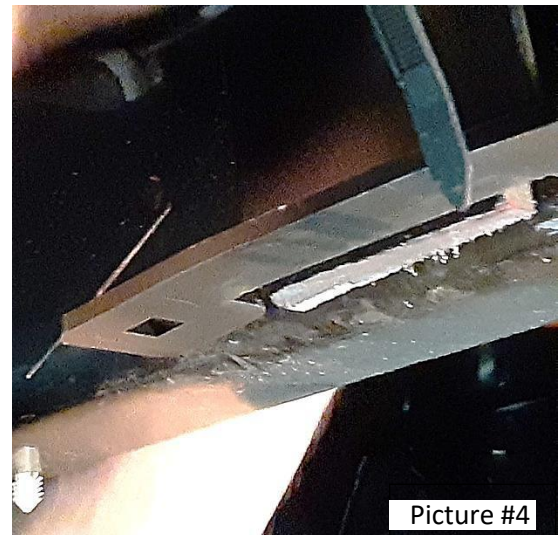
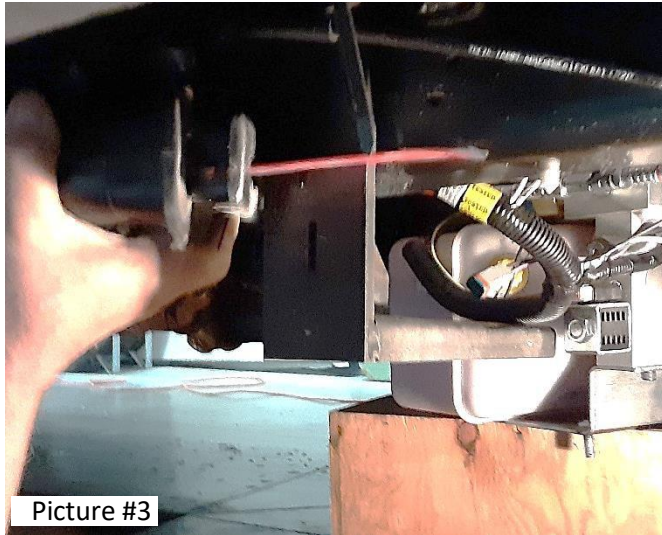
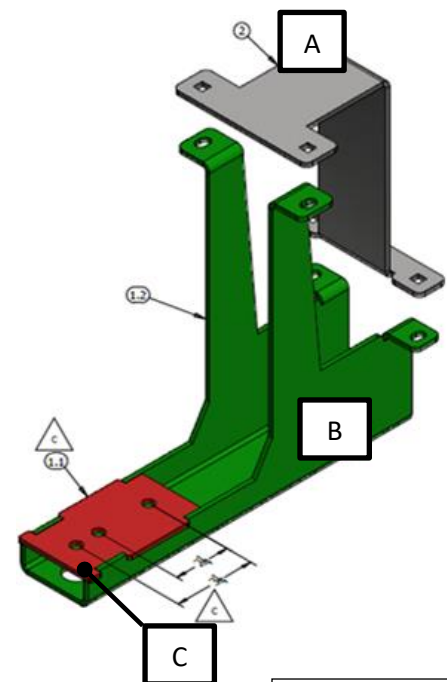


Diagram # 5

6. **Install Part A** of the bracket on the frame rail. Place it over the remaining part of the original bracket and on the inside of the emergency brake cable. The top will “hook” over the rail (towards the hydraulic pump).

Install Part B of the bracket with the support portion towards the hydraulic pump. Join the (2) bracket pieces together by inserting the (4) carriage bolts through the holes on the top of Part A and on through the holes on Part B. Add the flat washer, the split washer and the nut on each bolt. Using the long socket and ratchet, firmly tighten each nut.

Note: The hydraulic pump will fasten through place C.

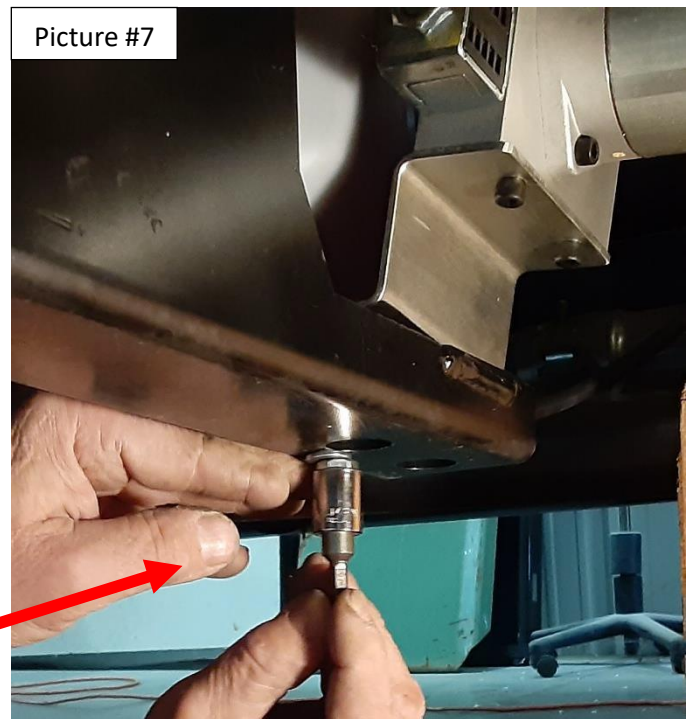


7. Set the hydraulic pump onto the top surface of the new bracket. (Picture #6) Insert the (2) new Hex Bolts through the top of the pump bracket (where the original bolts were). Set the hydraulic pump on the bracket, making sure the bolts are through the holes on the bracket plate C shown on Diagram #5. Adjust the hydraulic pump position as needed to insure it is securely seated on the bracket.



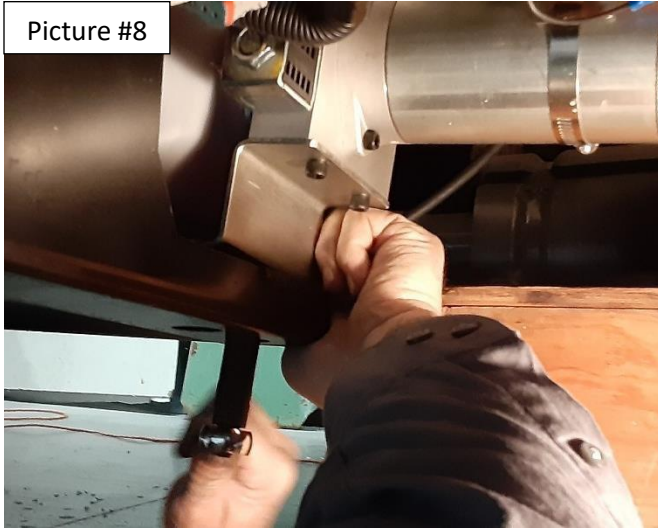
8. Install the original lock washer and nut onto the pump bolt securing the pump to the bracket. Access to the bolt is through the (2) holes in the bottom of the bracket. (Picture #7)

NOTE: To make the nut/washer installation easier, place an extra nut into a short 9/16" socket with an extender on it. Place the nut with the lock washer on top, into the socket. Insert the washer/nut into the hole to get it started.

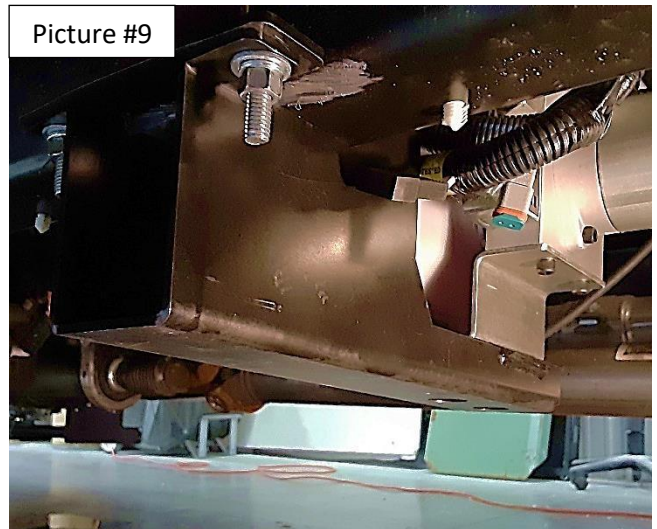


9. Using the long socket and ratchet, tighten the nuts through the holes in the bottom of the bracket. You may need to use the 9/16" open wrench to hold the bolt head while tightening the nut. Securely tighten nuts on both bolts. (Picture 8 & 9)

Picture #8

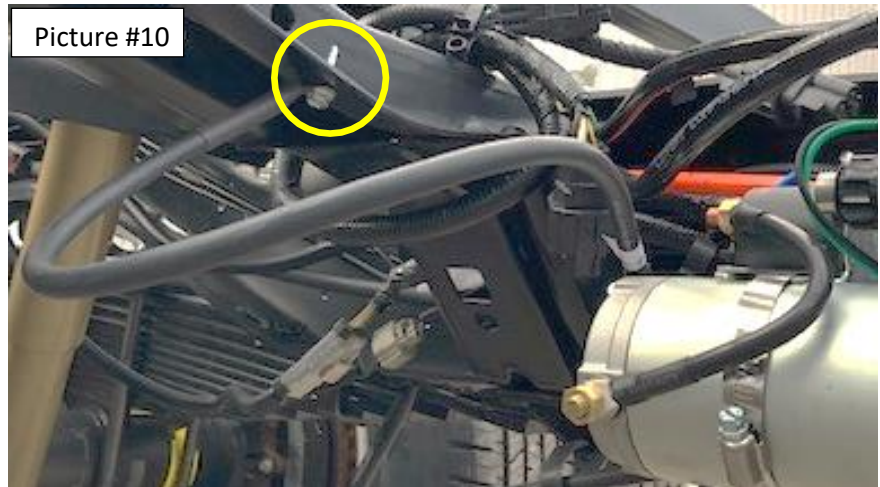


Picture #9



10. Install the pump ground wire to the chassis cross member using the 1/4" tek screw. (Picture 10)

Picture #10



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. Jan. 2019.

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