



## RECALL CAMPAIGN

#9901048

03V-256

<b>Subject:</b>	Type A Motorhome Sanitizing Hose Installation		
<b>Units Affected:</b>	All 2002 & 2003 Type A Motorhomes produced prior to September 12, 2002.		
<b>Action Required:</b>	Installation of a sanitizing hose and back flow prevention to the plumbing system.		
<b>Job Operation Code:</b>	9901048		
<b>Series Code</b>	<i>Inspect Only</i> RC 005	<i>Inspect, Repair &amp; Test</i> Firenza Models ZCA	<i>Inspect, Repair &amp; Test</i> AVATAR Models ZDP
<b>Flat Rate:</b>	<i>Inspect Only</i> .01 hrs	<i>Inspect, Repair &amp; Test</i> Firenza Models 1.4 hours	<i>Inspect, Repair &amp; Test</i> AVATAR Models 1.0 hours
<b>Parts Kit includes</b>	<ul style="list-style-type: none"> <li>• Sanitizing hose</li> <li>• Two (2) gray couplers</li> <li>• Two (2) pop rivets</li> <li>• Conduit strap for sanitizing valve</li> <li>• Decals - "ON", "OFF" and "TANK SANITIZING"</li> <li>• Back flow prevention</li> <li>• Brass elbow</li> <li>• Brass adapter fitting</li> </ul>		
<b>Tools Required:</b>	<ul style="list-style-type: none"> <li>• Screw gun with square tip bit.</li> <li>• Drill with 1" hole saw</li> <li>• Pliers</li> <li>• Teflon tape</li> <li>• Crescent wrench</li> <li>• Pop rivet gun</li> </ul>		

# INSTRUCTIONS

## Part One

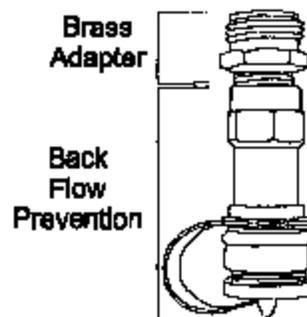
1. Open the utility compartment door.
2. Inspect the utility panel for a valve labeled "TANK SANITIZE". If the utility panel has a valve, proceed to the second part of these instructions. If a valve is not found, proceed with the following steps.
3. Make sure the fresh water tank is empty.
4. Remove the access panel from the utility panel. See Fig. 3-A & Fig. 4-A.
5. Locate and remove the hose from the water pump's outlet fitting. (See Fig. 6)
6. Remove the sanitizing hose from the parts kit.
7. Connect the sanitizing hose fitting Fig. 5-B (flexible hose) to the water pump outlet fitting where the hose was removed in step #5.
8. Attach the gray coupler on the solid hose (Fig. 5-A) to the hose removed from the water pump outlet fitting in step #5.
9. Remove the fitting from the "City Water/Fresh Tank Fill Valve" found on the utility panel. (Firenza – Fig. 3-B, AVATAR – Fig. 4-B)
10. Connect the fitting on the sanitizing hose (Fig. 5-C - Firenza & 5-D - AVATAR) to the "City Water/Fresh Tank Fill Valve" on the utility panel where the hose was removed in step #9.
11. Connect the coupler on the sanitizing hose (Fig. 5-D - Firenza & 5-C - AVATAR) to the hose removed from the utility panel in step #9.
12. With a 1" hole saw, cut a hole in the utility panel as indicated in Fig. 3-C - Firenza or Fig. 4-C - AVATAR.
13. Remove the conduit strap from the parts kit.
14. Center the conduit strap over the hole cut in step #12. Using the holes in the conduit strap as a guide, drill holes through the utility panel for installation of the pop rivets.
15. Remove the valve handle from the valve located on the sanitizing hose. (Fig. 5-E)
16. Insert the valve into the hole cut in step #12.
17. Place the conduit strap on the backside of the utility panel over the sanitizing valve housing. Install the pop rivets, from the front of the utility panel, through the holes in the conduit strip.
18. Re-attach the valve handle that was removed in step #15.
19. Install the labels supplied in the parts kit as indicated in Fig. 3-D - Firenza or 4-D - AVATAR.
20. Follow the installation procedures by testing the system. The test is to ensure that the water pump is pulling sanitizing solution into the tank and then distributing the solution through the system from the tank. Test the system as follows:
  - a. Put the clear hose in a five (5) gallon pail of water.
  - b. Turn the "Tank Sanitizing Valve" to "ON".

- c. Turn the water pump on and let it run until water from the pail is pumped into the fresh tank.
- d. Turn off the pump.
- e. To test distribution from the tank through the system, turn the pump on. Open the outside shower cold faucet. Make sure the water is coming out of the tank, through the water lines and back into the pail.
- f. Return all valves to the normal position for operation.

### **Part Two**

#### **AVATAR**

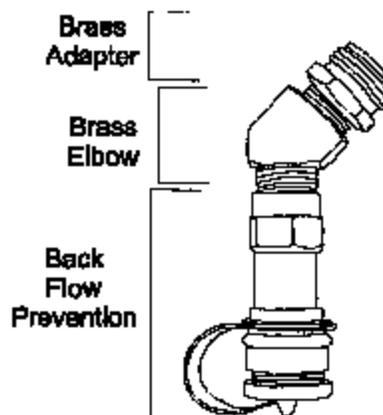
1. Attach the brass adapter fitting to the back flow prevention. (Fig. 1) Apply Teflon tape to the brass adapter fitting threads.
2. Attach the back flow prevention assembly from step 1 to the water pressure regulator.
3. Test the system for leaks.



**Fig. 1**

#### **Firenza**

1. Attach the brass adapter fitting to the brass elbow. (Fig. 2) Apply Teflon tape to the brass adapter fitting threads.
2. Attach the back flow prevention to the brass elbow. (Fig. 2) Apply Teflon tape to the brass elbow threads.
3. Attach the back flow prevention assembly from the previous two steps to the water pressure regulator.
4. Test the system for leaks.



**Fig. 2**

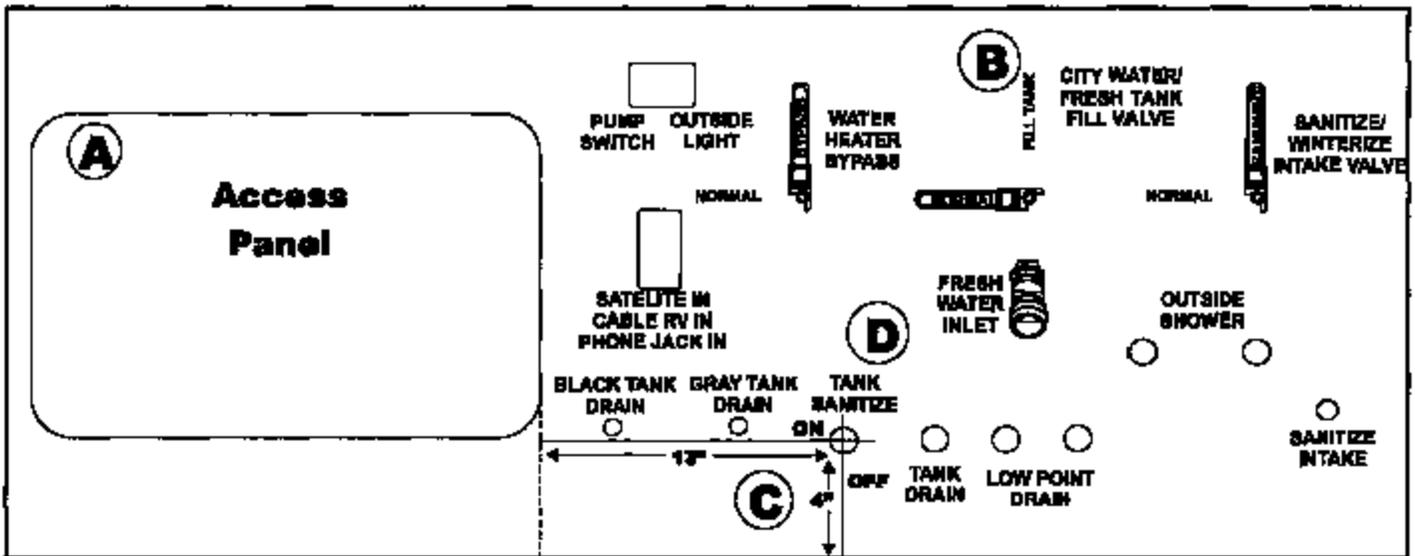


Fig. 3 - Firenza

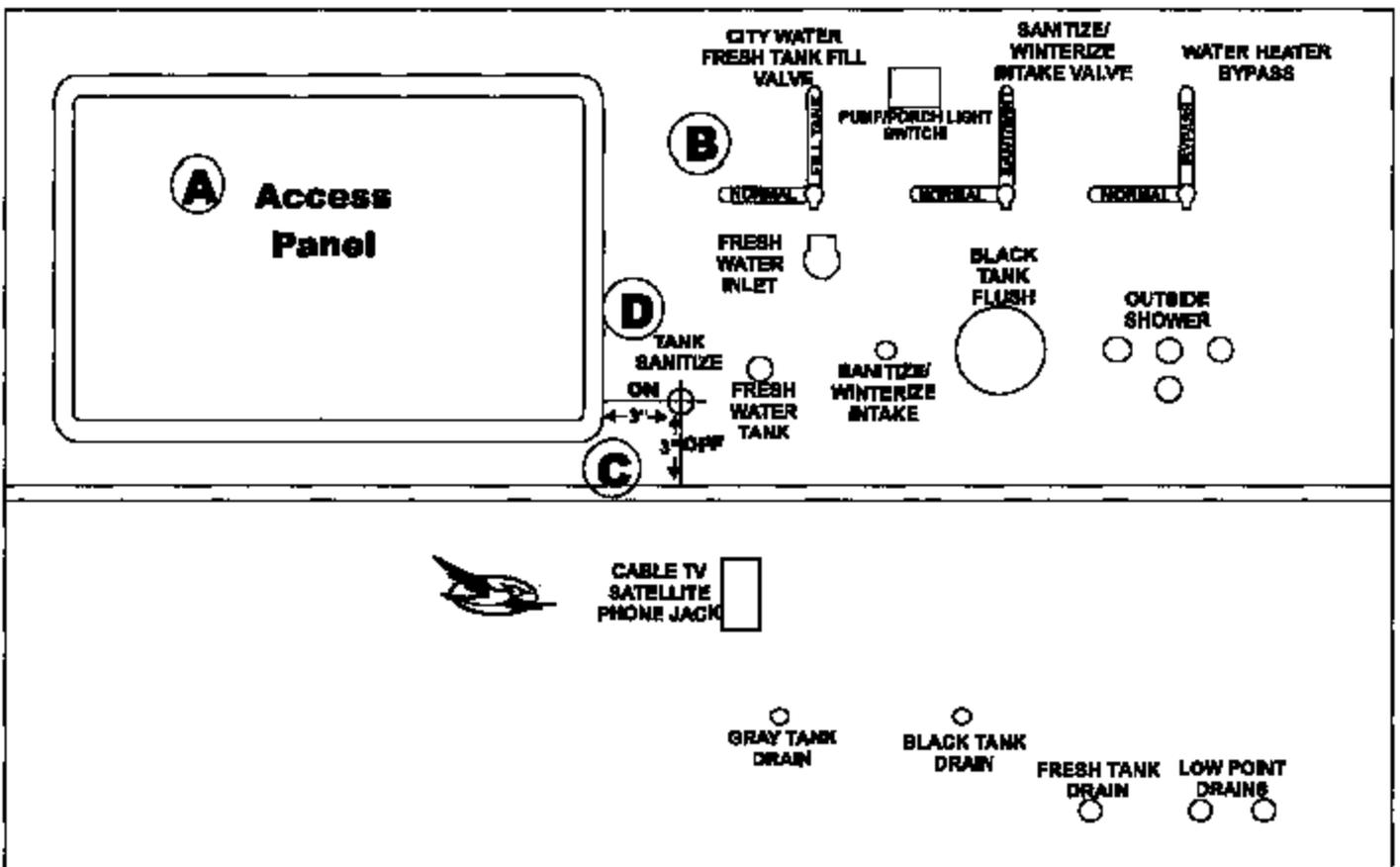


Fig. 4 - AVATAR

### Sanitizing Hose

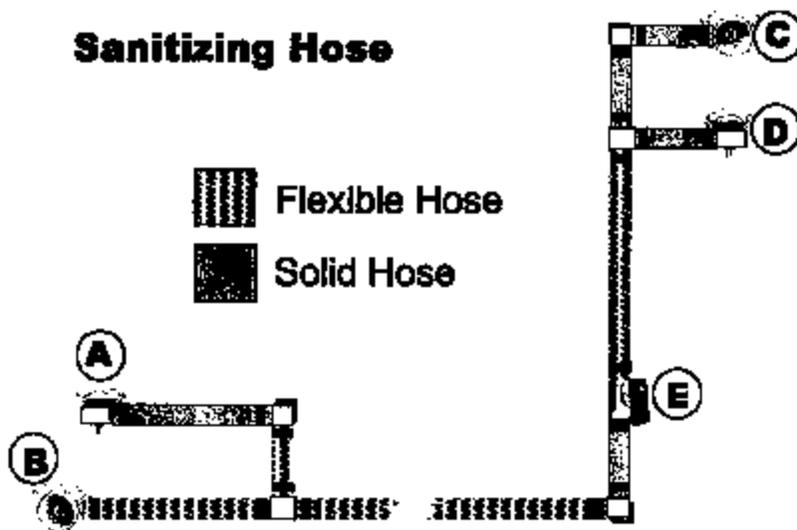


Fig. 5

### Water Pump

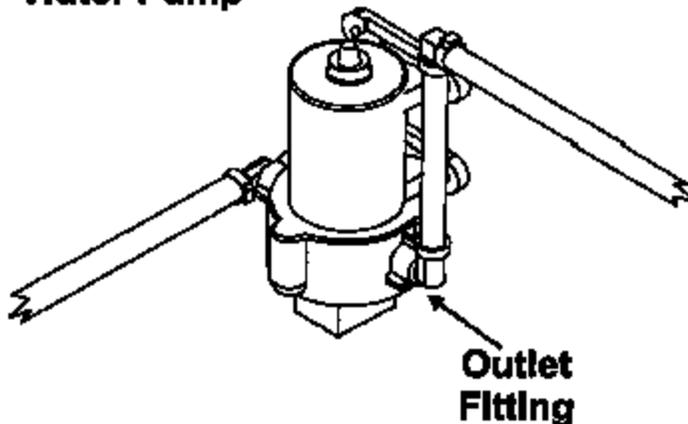


Fig. 6

**Jayco Service / Parts  
Recall Order Form  
Fax (800) 825-7876**



**Recall #  
9901048**

*Dealer Number:	Recall Account:	Date:
*Ship To:	*Phone:	Fax:
	P.O. #:	
	Date Shipped:	
*Attn:	*Ship Via:	

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**\*All information must be completed  
before the order will be filled.**

Quantity Ordered	Quantity Shipped	Serial Number of Unit (Last 8 Digits)	Part Number	U/M	Unit Price
		<input type="text"/>	<b>0501519</b>	EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>
		<input type="text"/>		EA	<b>N/C</b>

**THESE PARTS CAN ONLY BE  
ORDERED USING THIS FORM.  
YOU CAN NOT ORDER THIS THROUGH EMPART.**

July 2003

**IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT**

**Dear Jayco Dealer:**

This letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**DEFECT INVOLVED**

*Jayco, Inc. has determined a defect exists on certain 2002 & 2003 model year Avatar & Firenze Class A motor homes.* The nature of the defect relates to the possible allowance of water from the fresh water tank to come in contact with the city water hose. Also the water in the fresh water tank not having any system to allow the fresh tank to be sanitized. This could allow non-sanitized water to enter into the fresh water hose. Jayco has entered into a voluntary recall campaign.

The remedy includes adding a Back flow prevention devise to the city water connection and a sanitizing hose to allow sanitizing solution in the fresh tank. Information for this recall campaign is enclosed for your review. Instructions for the installation of the back flow prevention devise and the sanitizing hose are included. If for some reason you are unable to perform this repair, please contact Jayco Customer Service at 1-800-283-8267 for assistance.

**DEALER CAMPAIGN RESPONSIBILITY**

We strongly suggest that you designate a manager to coordinate the *RECALL* to ensure the work is performed and documented properly, and that a warranty claim is submitted to *JAYCO* to verify the performance of the modification. This responsibility should also include accountability for all stock units affected by the recall campaign.

All unsold new vehicles in your possession are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin before owners take possession of these vehicles.

**Back flow prevention and tank sanitizing Recall  
July 2003**

**Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice and we would encourage you to follow up with a telephone call.**

**Authorized Jayco dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.**

**OWNER NOTIFICATION**

Retail owners of record will be receiving notification of this campaign. This letter is being sent immediately following your dealer notification. A copy of the owner notification letter is attached for your review. When the customer makes the appointment the customer will need to give you the "Recall Claim Form" that they received in their letter. This is the authorization to perform the recall. In addition, this is the "Claim Form" that you must submit to Jayco for payment. The customer must sign the claim form as an indication that the recall was performed. Jayco will no longer accept recall claims via the TRADEROUTE system.

**PARTS AVAILABILITY**

Parts are available at the time of notification. *All Parts orders must be submitted to Jayco, Inc. on the enclosed order blank. Should you have questions concerning your parts order, please contact Jayco directly @ 800-283-8267.*

**FILING A CLAIM**

**Job Operation Number: 9901048  
Time: 1.4 hour**

If you have any questions regarding this recall or instructions, please contact us on your dealer service line.

Thank you for your assistance.

Sincerely,

Jayco, Inc.  
After Market Services

Enclosures

September 2003

**VEHICLE SAFETY DEFECT SERVICE BULLETIN**  
**Jayco Recall Campaign # 9901048**

Dear Jayco Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jayco, Inc. has decided that a defect, which relates to motor vehicle safety, exists in specific model year 2002 & 2003 Jayco Avatar & Firezza Class A motor homes. According to our records you own one of these vehicles.

Jayco has become aware that in certain circumstances water from the fresh water tank can come in contact with the water hose hooked to the city water connection. Also the water system is not equipped to sanitize the fresh water tank. These repairs will not take much time and should be performed by an authorized service facility.

The labor time necessary to perform this recall campaign is approximately 1 hour. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motor home.

This letter and attached "*Claim Form*" will serve as an authorization to have the correction made. Please present the *claim form* to your dealer upon arrival of your service appointment. This will assist in making the necessary correction in the shortest possible time and allow the dealer the ability to mail in the form to Jayco to confirm the recall repair has been performed. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the reply page and returning it to us promptly. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

If you have paid to remedy the issue addressed in this notice, you may be eligible for a refund. Please provide the paid invoice to an authorized Jayco dealer or directly to Jayco at Jayco Inc. Attn: AMS Recall 903 South Main Street P.O. Box 460 Middlebury, Indiana 46540.

**Back Flow Prevention and Sanitizing Fresh Water System Recall  
July 2003**

Your Jayco dealer is best equipped to provide service to ensure that your motor home is corrected as promptly as possible. If, however, you take your motor home to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service department toll free at (574) 825-0608.

After contacting your Jayco dealer and Jayco customer service, you are not able to have the safety defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Jayco Class A Motor Home.

Sincerely,

Jayco, Inc.  
After Market Services