

## TECHNICAL SERVICE BULLETIN

### SB-65 2022 & 2023 Allegro Open Road 8K Hollow Leg Jack Replacement

January 3, 2023

Dear Tiffin Motorhome Dealer,

It has come to our attention that certain 2022 and 2023 Allegro Open Road Motorhomes have the potential for the 8K front hollow rod jack legs to bend or deform under extreme side loads. Lippert Components Inc has issued a service bulletin to replace these certain 8K hollow rod jacks with updated solid rod jacks. The front jacks are not a serialized part, so all Allegros built between October 21, 2021, and July 31, 2022, should be inspected to determine if defective jacks are installed.

Owners will be notified by mail about this Technical Service Bulletin and will be instructed to take their motorhome to a reputable service center **OR** dealer of **their** choice to have this inspection and replacement, if needed, completed. The times allowed for inspection and/or repair are listed along with parts ordering information on the work instructions provided by Lippert Components Inc. Tiffin Motorhomes and Lippert Components will not pay over the times allowed and stated on the work instruction unless the time has been authorized. **No authorization is required for work completed at the flat rate times stated on the work instructions.**

Work instructions are available for download from the dealer section of our website, <https://dealers.tiffinmotorhomes.com/FRM>. To view work instructions, please click on "Flat Rate Manual" and choose "Service Bulletins" for Model and "SERVICE BULLETINS" for Section, then scroll down to the service bulletin number and choose "Show Files" and then download the work instructions. The work instructions are embedded with a hyperlink so that parts can be ordered directly from Lippert Components Inc. Parts should be ordered directly from Lippert Components Inc since Tiffin Motorhomes will not be stocking repair kits to ship to dealers or service centers.

Any questions on this service bulletin should be directed to Lippert Components Inc at 432-LIPPERT (432-547-7378) or by email at [customerservice@lci1.com](mailto:customerservice@lci1.com). Self-help tips, technical documents, product videos and a training class schedule are available at [lippert.com](http://lippert.com) or by downloading the LippertNOW app.

Thank you for your assistance with this matter,

Tiffin Motorhomes

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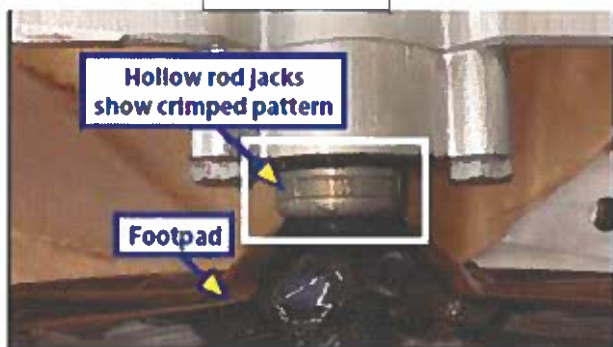
Dear Tiffin Motorhome Owner,

It has come to our attention that certain 2022 and 2023 Allegro Open Road Motorhomes have the potential for the 8K front hollow rod jack legs to bend or deform under extreme side loads. Lippert Components Inc has issued a service bulletin to replace these certain 8K hollow rod jacks with updated solid rod jacks. The front jacks are not a serialized part, so all Allegros built between October 21, 2021, and July 31, 2022, should be inspected to determine if defective jacks are installed.

Please take your motorhome to a service center of your choice to be inspected and if defective jacks are found they will be replaced with new ones.

Owners may be able to determine if the front jacks installed on their unit are involved and need to be replaced. The pictures below show that the 8k hollow rod jacks that need to be replaced have a crimped pattern directly above the footpad (Figure 1). The 8k solid rod jacks that do not need to be replaced are not crimped directly above the footpad (Figure 2). If the jacks installed on your unit are not involved, you can email that information to [recalls@tiffinmotorhomes.com](mailto:recalls@tiffinmotorhomes.com) along with your VIN number to close the service bulletin for your coach.

**Figure 1**



**Figure 2**



A list of Tiffin Motorhomes authorized dealers is available online at <https://tiffinmotorhomes.com/service-center-locations>.

If you are using a service center that is not a Tiffin Motorhomes authorized repair facility, please make sure that they contact Tiffin Motorhomes for the required parts, instructions and time allowed for the repair. Tiffin Motorhomes will not pay over the allowed time unless the repair facility receives prior authorization.

Any questions on this service bulletin should be directed to Lippert Components Inc at 432-LIPPERT (432-547-7378) or by email at [customerservice@lci1.com](mailto:customerservice@lci1.com). Self-help tips, technical documents, product videos and a training class schedule are available at [lippert.com](http://lippert.com) or by downloading the LippertNOW app.

You may be liable for any progressive damage that results from your failure to complete the replacement within a reasonable time after receiving notification.

We regret any inconvenience this action may cause but feel certain you understand our interest in your continued use and enjoyment of your coach.

Tiffin Motorhomes



# JACK INSPECTION, REMOVAL AND REPLACEMENT (IF NEEDED) FOR 8K JACKS ON MOTORIZED UNITS

TSB Number:	85-001-2022		
Product:	8K Leveling Jacks		
Date:	November 18, 2022	Labor Rate:	0.3 Hour Inspection per Unit
			1.0 Hour Replacement per Jack

## Purpose

There is the potential for some of the Gen I jack legs on motorized units to bend or deform under extreme side loads. Some of the affected units utilize four of the 8K jacks, so all four jacks may need to be replaced. Some units utilize two 8K jacks and two 14K leveling jacks, so in these instances the two 8K jacks may need to be replaced. The 14K jacks do not need to be inspected or replaced. The ship date range for the hollow 8K jacks was approximately October 2021 through June 2022.

**NOTE:** Lippert does **NOT** require any advance contact to our Customer Care Center and no pre-authorization is required. Submit any requests for reimbursement directly to the RV Manufacturer including full unit info and clear photos of the jacks replaced including the ID tag.

## Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

### **WARNING**

The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.

### **WARNING**

The unit **MUST** be supported per manufacturer's recommendations before working underneath. Failure to do so may result in death or serious personal injury.

### **CAUTION**

The "CAUTION" symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.

### **CAUTION**

Moving parts can pinch, crush or cut. Keep clear and use caution.

## Resources Required

- Electric or cordless drill or screw gun
- Appropriate sockets
- Appropriate drive bits
- Torque wrench
- Open-end wrenches
- O-ring face seal tee fitting, PN [143108](#), if needed
- O-ring face 90 degree elbow fitting, PN [141610](#)
- Gen II jacks, PN [372892](#)

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## Procedures

### Inspection

1. Inspect the unit's 8K jacks to determine if they are Gen I or Gen II jacks. Gen I jacks have ports on the side (Fig. 1) and Gen II jacks have ports on the top (Fig. 2).

**NOTE:** If it is determined that the unit has Gen II jacks, then no replacement per this TSB is required. If unit has Gen I jacks, proceed with inspection.

2. If the unit has 14K jacks, they do not need to be inspected or replaced. The 14K jacks, which are typically located in the rear of the unit, can be identified in two ways:
  - A. By measuring across the top cap of the jack from side to side. A 14K jack should measure  $3 \frac{3}{8}$ " while an 8K measures 3" (Fig. 3).
  - B. By measuring the diameter of the rod that the footpad is attached to. A 14K jack should measure  $1 \frac{7}{8}$ " while an 8K measures  $1 \frac{1}{2}$ " (Fig. 4).

**NOTE:** Be sure to measure carefully and accurately.



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3. If the unit has 8K Gen I jacks, the ONLY Gen I jacks involved in this TSB document have a crimped pattern which indicates a hollow rod (Fig. 5), visible even when the jack is retracted. Solid rod jacks do not have the crimped pattern (Fig. 6), showing a solid smooth edge around the machined end.

**NOTE:** If it is determined that the unit has Gen I jacks with a solid rod, then no replacement per this TSB is required.

Fig. 5

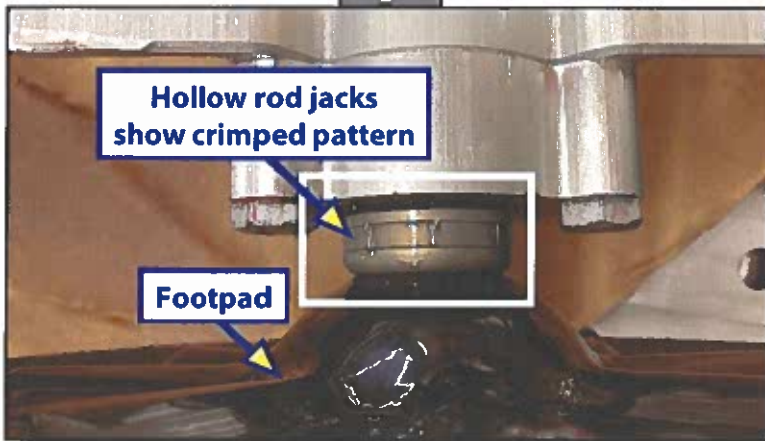


Fig. 6



# JACK INSPECTION, REMOVAL AND REPLACEMENT (IF NEEDED) FOR 8K JACKS ON MOTORIZED UNITS

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**NOTE:** The removed jacks **MUST** be destroyed and disposed of properly.

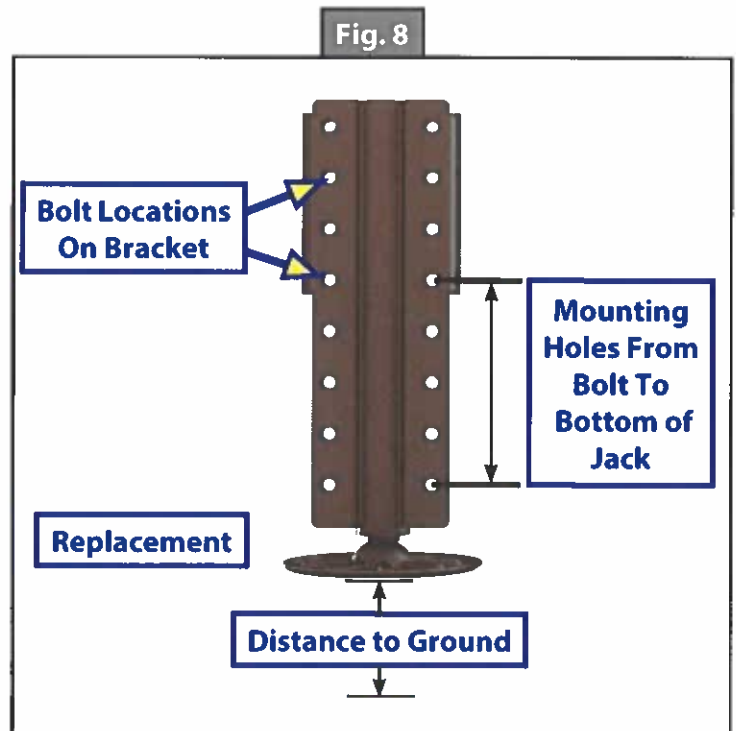
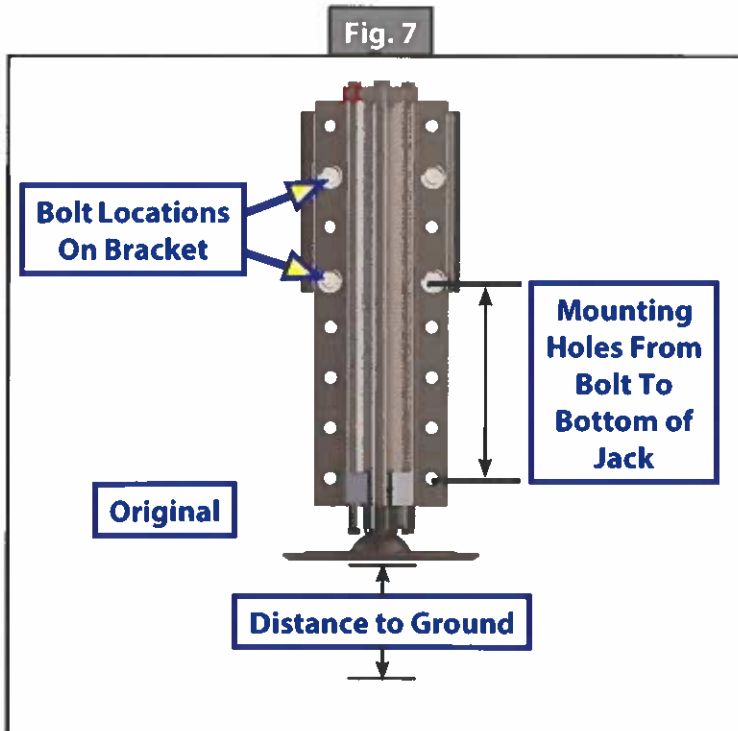
## Replacement Jack Location

**NOTE:** The procedures listed below ensure proper location of the replacement jacks.

1. Before removing the original jack, note the location of the mounting holes on the jack and the mounting bracket (Fig. 7 or Fig. 8).

**NOTE:** Count the number of mounting holes from the first bolt to the bottom of the jack.

2. Measure the distance from the ground to the footpad of the retracted jack (Fig. 5 or Fig. 6).
3. When reinstalling jacks, match the number of mounting holes from the first bolt to the bottom of the jack (Fig. 7 or Fig. 8).
4. When reinstalling jacks, be sure to install bolts in the same location based on the number of mounting holes to the bottom of jack.
5. Once installation of the Gen II jack has been completed, measure the distance from the footpad to the ground to verify installation is correct.



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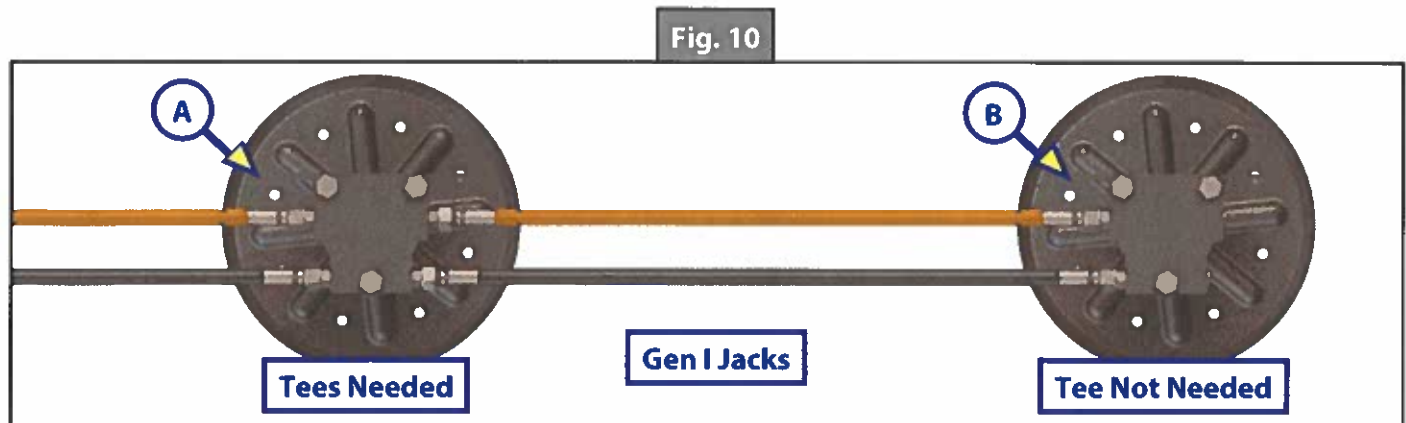
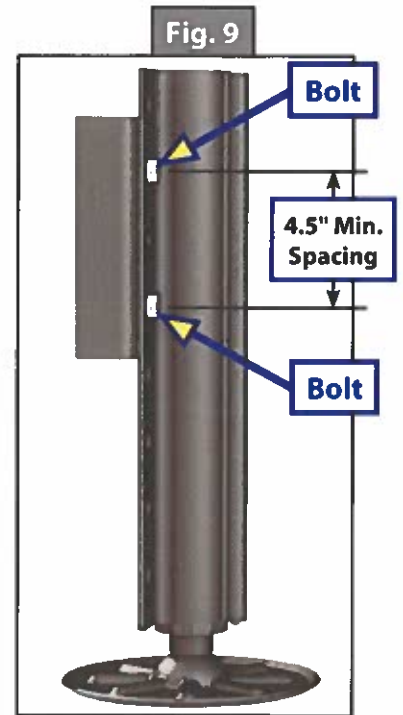
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## Replace 8K Hollow Leg Jacks

1. Remove hoses from the 8K jacks on the unit.
2. Follow procedures outlined in the Replacement Jack Location section, and then unbolt and remove existing leveling jacks (Fig. 7).
3. Match the number of mounting holes from the first bolt to the bottom of the jack and then bolt the new Gen II jacks (Fig. 8) to the mounting brackets.
  - A. Upper and lowermost bolts are vertically spaced with a minimum of two-hole patterns spaced 4.5" apart (Fig. 9) and tightened. Torque to 90 ft-lbs for a lubricated bolt or torque to 120 ft-lbs for dry bolt. A spacing of three-hole patterns (6.75") is recommended where possible.
4. Measure the distance from the footpad to the ground to verify installation is correct.
5. Connect the hoses to the new 8K Gen II jacks.

**NOTE:** On motorized leveling, the extend hose is black and the retract hose is orange.

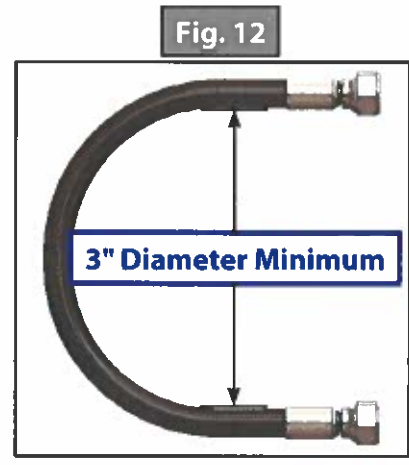
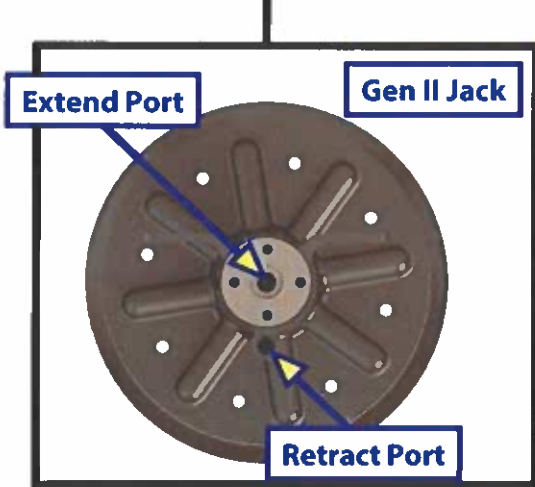
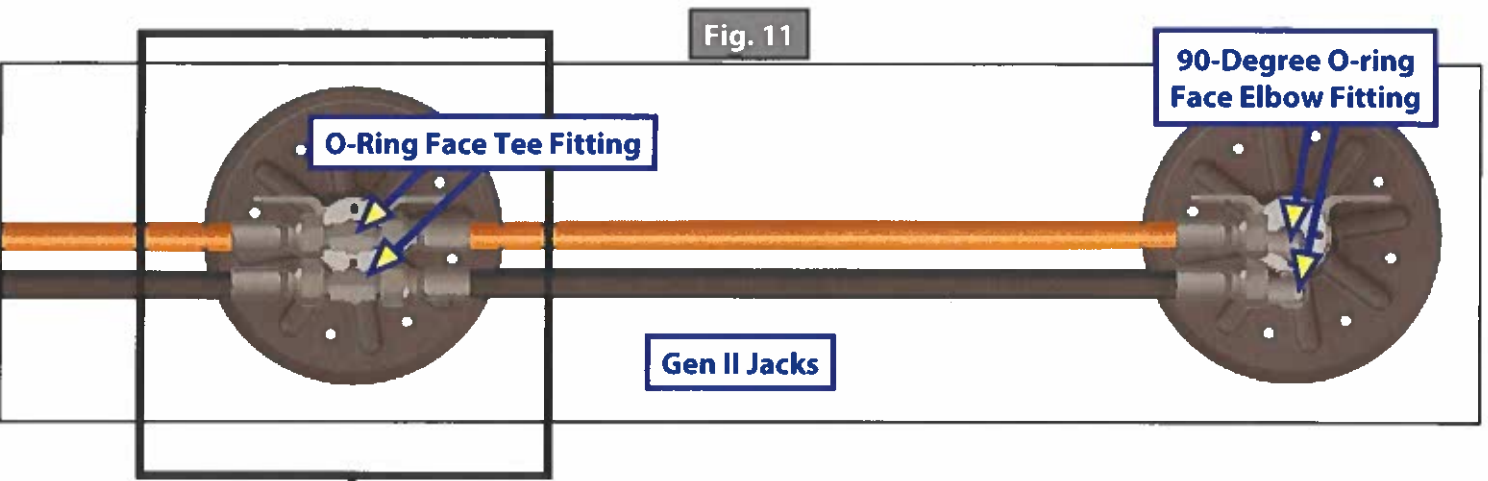
- A. If the Gen I jack has two orange extend hoses and two black retract hoses (Fig. 10A), an O-ring face tee fitting (Fig.11) must be used to connect the hoses to the single extend and retract hoses on the Gen II jack (Fig. 11).
- B. If the Gen I jack has only one orange extend hose and one black retract hose (Fig. 10B), a 90-degree O-ring face elbow fitting (Fig. 11) will be needed to connect the single black and orange hoses to the Gen II jack (Fig. 11).





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**NOTE:** If hoses need to be replaced, measure and make the hydraulic hoses. Always follow the manufacturer's specifications for the correct minimum bend radius throughout the entirety of the hose route. Use gauges to verify areas with questionably tight bends. Fitting orientation can be adjusted to achieve this in some applications. The correct bend radius is shown in Fig. 8.

As a supplier of a broad array of highly-engineered components in the recreation and transportation product markets, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at 432-LIPPERT (432-547-7378) or by email at [customerservice@lci1.com](mailto:customerservice@lci1.com). Self-help tips, technical documents, product videos and a training class schedule are available at [lippert.com](http://lippert.com) or by downloading the LippertNOW app.