Part 573 Safety Recall Report 19V-228

Manufacturer Name : Tiffin Motorhomes, Inc.
Submission Date : MAR 22, 2019
NHTSA Recall No. : 19V-228
Manufacturer Recall No. : TIFF-111

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Tiffin Motorhomes, Inc.
Address : 105 2nd Street NW
PO Box 596 Red Bay AL 35582
Company phone : 999

Population :

Number of potentially involved : 2,289
Estimated percentage with defect : 20 %

Vehicle Information :

Vehicle 1 : 2018-2019 Tiffin Phaeton
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Used production dates and the model.
Production Dates : APR 11, 2017 - MAR 13, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2018-2019 Tiffin Allegro Bus
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style :
Power Train : NR
Descriptive Information : Used production dates and the model.
Production Dates : APR 19, 2017 - MAR 13, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2018-2019 Tiffin Zephyr
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : Used production dates and the model.
Production Dates : AUG 15, 2017 - MAR 13, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Tiffin Motorhomes has become aware that the alternating current lines that go to the Energy Management Module located in the rear of the motorhome may not be securely installed in the terminal levers. If these lines are not properly installed in the Energy Management Module, there is the possibility that the alternating current lines could overheat. This is due to the terminal levers not being completely clamped on the Alternating Current Relay Board. Due to error in installation, some wires did not have the proper length of insulation stripped and the terminal levers could not completely clamp down due to the insulation thickness. The looseness in the terminal lever allowed movement of wire which could cause overheating.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	If the alternating current lines are not properly installed in the Energy Management Module, there is a possibility of overheating and possible thermal event.
Description of the Cause :	Installation error. There is a possibility of the length of insulation stripped on the alternating current wires not being sufficient on some, but not all units.
Identification of Any Warning that can Occur :	NR

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

On March 8, 2019, Tiffin was made aware of a coach that had a thermal event (overheating to the point of charring, do not not if there were flames). It was very evident that something had caused an overheating. Tiffin went to work investigating the possible cause. Tiffin investigated units in our production line, and started seeing some terminal levers on the Alternating Current Relay Board not completely clamped down. We knew the movement of wire by not being secured by terminal levers could produce overheating. Then we started investigation as to why terminal levers would not always be completely clamped. We found the insulation was not always consistent in being stripped to proper length. When the terminal clamp was pressed down, it looked completely closed. But being closed on the thickness of the insulation caused it not to be completely clamped down on the wire. Therefore, the wire had some wiggle room which could cause

overheating. Also, we found where terminal lever had actually opened up a bit due to thickness of insulation versus wire it was supposed to be clamped down on, resulting in same overheating possibility.

Description of Remedy :

Description of Remedy Program :	We are issuing a recall to inspect the Alternating Current Relay Board and make sure the insulation has been stripped to the proper length and the terminal leavers are completely clamped. Instructions call for a pull test on the wires to make sure they are secure.
How Remedy Component Differs from Recalled Component :	NR
Identify How/When Recall Condition was Corrected in Production :	As soon as Tiffin decided for sure what the problem was, we set up an inspection process in our Production Line to inspect each unit and perform the pull test to make sure the insulation was stripped to proper length and wires were secure.

Recall Schedule :

Description of Recall Schedule :	Notifications will be mailed as soon as recall number is issued. We think we can have all involved notified within two weeks.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported