

# Part 573 Safety Recall Report

# 20V-433

**Manufacturer Name :** Tiffin Motorhomes, Inc.**Submission Date :** JUL 28, 2020**NHTSA Recall No. :** 20V-433**Manufacturer Recall No. :** NR**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 :** 643  
**Estimated percentage with defect :** 90 %

**Vehicle Information :****Vehicle 1 :** 2019-2020 Tiffin Bus**Vehicle Type :****Body Style :****Power Train :** NR**Descriptive Information :** 600 units involved**Production Dates :** JUN 18, 2018 - JUL 28, 2019**VIN Range 1 : Begin :** NR **End :** NR Not sequential**Vehicle 2 :** 2018-2020 Tiffin Zephyr**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :****Power Train :** NR**Descriptive Information :** 43 units**Production Dates :** MAY 25, 2017 - AUG 28, 2019**VIN Range 1 : Begin :** NR **End :** NR Not sequential**Description of Defect :****Description of the Defect :** Wipers not working.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** If the wipers do not work it could result in crash during rain.**Description of the Cause :** Wipers not working due to the control module was wired with constant power and it should have been wired with switch power. Therefore causing the module to stop working due to not resetting when switch is turned off.**Identification of Any Warning that can Occur :** None

**Involved Components :**

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

NHTSA contacted Tiffin on June 23, 2020 stating that a customer had complained about wipers not working. He had a set of instructions sent to him by Tiffin on how the problem should be repaired. At that point Tiffin started investigating. Here is what we found. Tiffin knew of an issue regarding cruise control not working and had instructions made for production to rectify the situation in our production line. These instructions were not meant for the public due we were working only with cruise control issue which is not a safety issue. What we didn't know apparently, was that if the cruise control didn't work, neither did the wipers. At some point some of our techs began to put the two together and somehow got their hands on the instructions and started sending them out to customers. Unfortunately, It did not hit our radar until NHTSA had the complaint.

**Description of Remedy :**

Description of Remedy Program : Customers with units involved will be notified and their unit checked. If problem is found it will be repaired with no expense to customer.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : A change in production was made August 19, 2020 changing the wiring harness to change from constant power to switch power. This made the module reset when switch was turned off. When this change was made Tiffin thought that the cruise control was all that was affected.

**Recall Schedule :**

Description of Recall Schedule : As soon as we get the recall number we will start notifying customers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported