



TIFFIN
MOTORHOMES
105 2nd Street NW
Red Bay, Alabama 35582

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, identified by the VIN below

NHTSA Recall # 20V-433
Transport Canada # 2020-357
Tiffin Recall # TIF-113

August 5, 2020

VIP Wiper Module Power Source Recall

Dear Tiffin Motorhome Owner or Dealer,

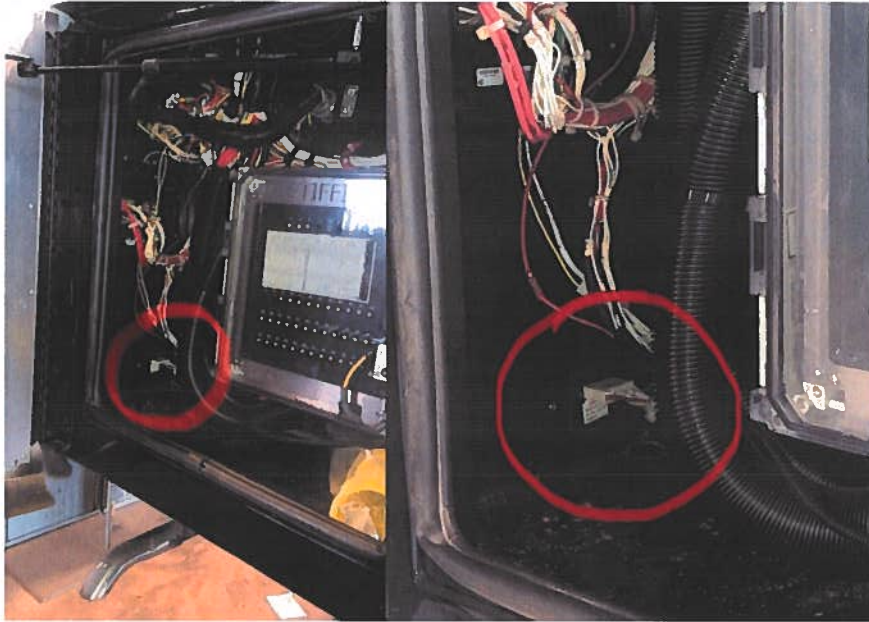
For US Owners: This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. **For Canadian Owners:** This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, exists on the following models of motorhomes: **2018, 2019 & 2020 Zephyrs and 2019 & 2020 Allegro Buses.**

Tiffin Motorhomes has become aware that there is the possibility that the windshield wipers may not work on some 2018, 2019 & 2020 Zephyrs and 2019 & 2020 Allegro Buses. Tiffin Motorhomes found that some of these motorhomes have windshield wipers that are not wired to their power source correctly. If the wiring is not corrected, there is the possibility that the windshield wipers will not work when the switch is turned on. If the windshield wipers fail to turn on, that can reduce the driver's visibility and increase the risk of a crash.

Driver's may be warned that the windshield wipers will not work if the cruise control on the motorhome is not working. The wiring for the cruise control is linked to the wiring of the windshield wipers. If you have noticed issues with the cruise control not operating, this may be a warning sign that your windshield wipers are also not working. If that is the case, the following steps may be followed to *temporarily* reset the wipers until you are able to schedule an appointment to have the recall work completed. 1. Open the first compartment on the driver's side of the motorhome, this is the electrical compartment. 2. Unplug the VIP power module plug, then

plug it back up. We have included the following pictures to show the location on the VIP power module plug. The plug is circled in RED.



Please take your motorhome to a reputable service center **OR** dealer of **your** choice to have this inspection completed and the repairs made if needed. Please allow up to 15 minutes to have this inspection completed. If the wiring is determined to be incorrect and repair is needed, the repair will take another 15 minutes. This work will be completed at no charge to you, the owner. We have included the inspection and repair instructions for this recall. We have included a return sheet to be submitted by the repairing service center with their claim for payment.

If you do not own the vehicle that corresponds to the vehicle identification number which appears on this Recall Notification, please return the notification to the Tiffin Warranty Department with any information you can furnish that will assist us in locating the present owner. You may also call us at 256-356-8661 ext. 2176 or send an email to jeannie.madden@tiffinmotorhomes.com.

If you are unable to have the defect remedied without charge and within a reasonable time after you tender the vehicle for repair, please contact the Tiffin Warranty Department, at 1-256-356-8661, 8:00 a.m. to 3:30 p.m., Central Time. **For US Customers:** You may also wish to notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington DC 20590, or phone 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>. **For Canadian Customers:** If after contacting your dealer and/or manufacturer customer service you have additional questions with regards to this recall, you may contact Transport Canada-Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1, or call 1-800-333-0510.

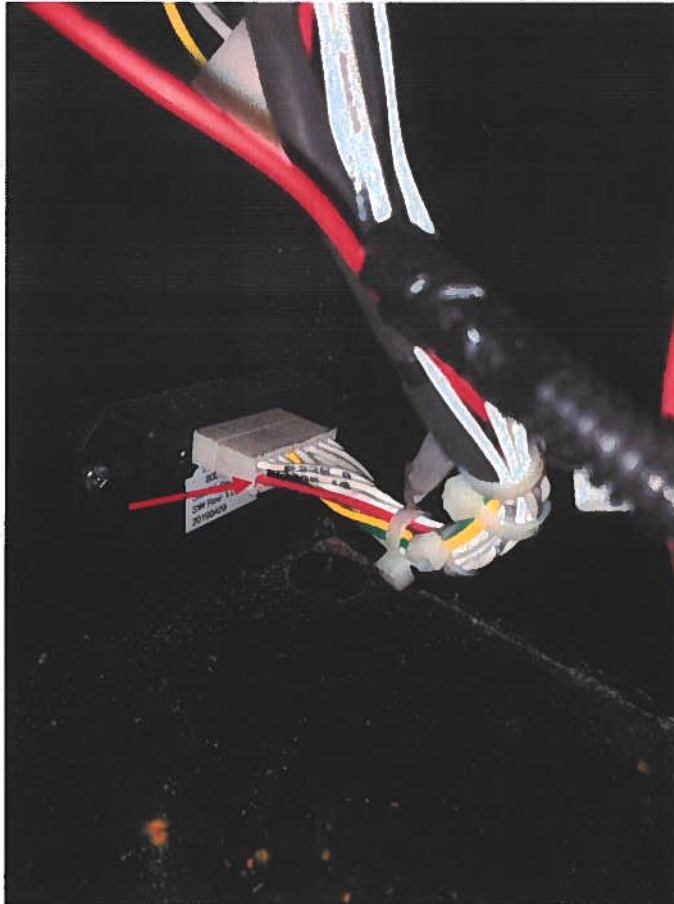
Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience this action may cause, but feel certain you understand our interest in motor vehicle safety.

Tiffin Warranty Department

Tiffin Recall TIF-113, VIP Wiper Module Power Source Recall

This document will go through a step by step process to fix the VIP module power source. The VIP module is a small, black module with a single plug. The module is located in the bottom left of the front electrical box. The module and plug being modified are pictured below (figure 1).



(figure 1)

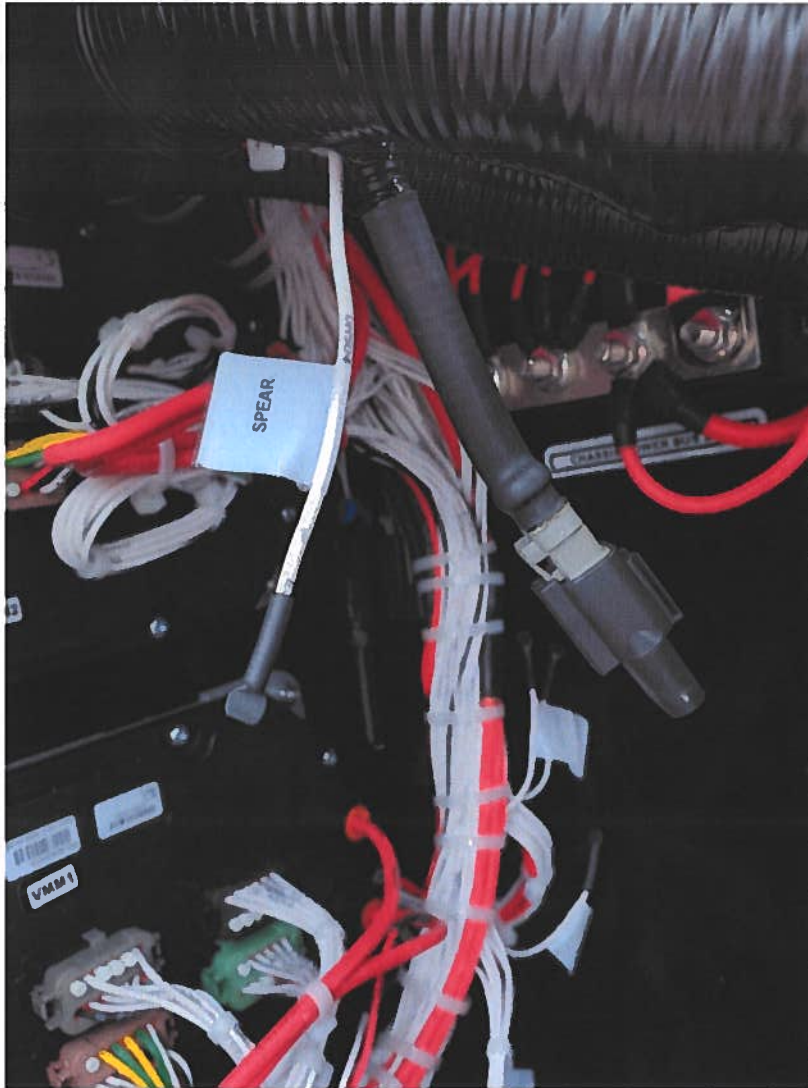
The sockets should be numbered on the plug itself. Also shown in figure 1 with a red arrow. Socket 1 will be the only wiring change being made.

Confirm 12-volt power source on VIP module socket 1

- 1) With the ignition key in the **OFF** position, use a volt meter or test light to check for 12 volts at socket 1 of the VIP module connector (see figure 1). If there is 12 volts present with the ignition key OFF proceed to step 3.
- 2) If you do not have 12 volts at socket 1 with the key off turn the ignition key to the on position and again check for 12 volts at socket 1. If 12 volts is present **only** when the ignition is on no further work is required.

Reconfigure VIP module socket 1 for 12-volt ignition power

- 3) Locate the wire in socket 1 (wire color may vary). Cut this wire approximately 4 inches back from the connector leaving a "pigtail" coming from socket 1. Use heat shrink material to safely protect any exposed conductor on the harness end of the wire. Tie this wire up and out of the way so that it cannot become shorted.
- 4) Locate the spare ignition wire in the electrical box (see figure 2). This wire will be labeled "SPEAR" with a flag label. This wire will be located in the same breakout as the single diode. The wire be marked as DH904 on the insulation of the wiring.



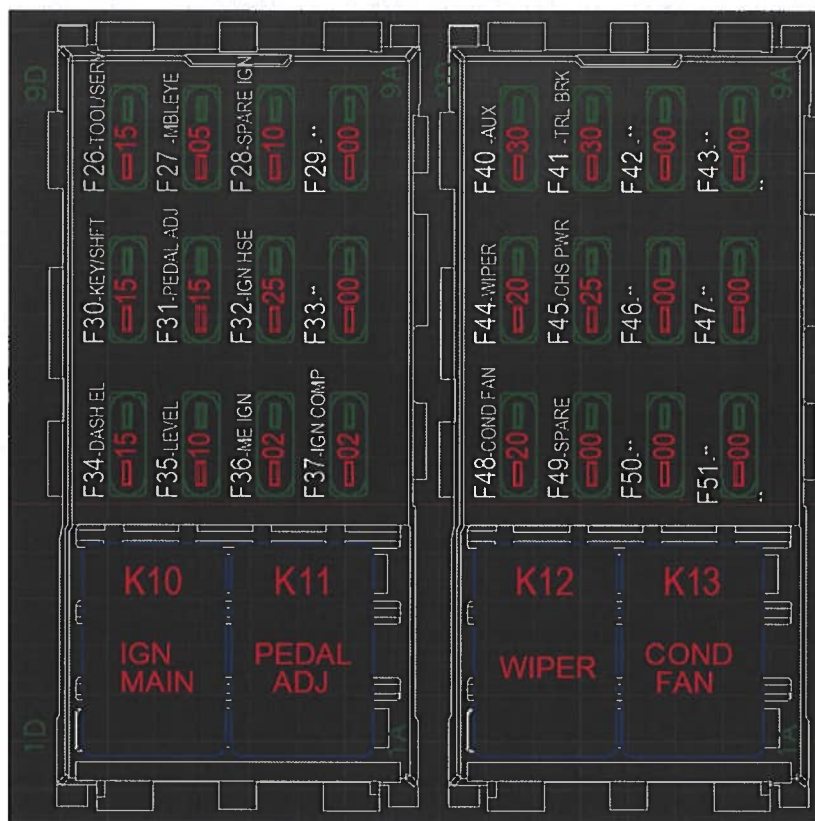
(figure 2)

- 5) Splice an additional length of wire between DH904 (spear) and the pigtail left in socket 1 of the plug. Be sure to solder and heat shrink both splices. Reconnect the plug to the VIP module.

- 6) Locate the fuse blocks mounted in the electrical box (see figure 3). Locate fuse F28 pictured below and labeled on the door of the electrical box. This will be a 10-amp fuse. Replace it with a 2-amp fuse.

NOTE: Due to design changes, some 2020 models will not have the wiper fuse located at “F44”. These units do not need any changes to the wiper fuse. If you have a 2020 Model Year coach Step 7 may possibly be disregarded.

- 7) Locate the fuse labeled “F44 wiper” (see figure 3). This should be a 30-amp fuse. If the fuse in F44 is a 20-amp fuse remove the 20 amp and replace it with a 30 amp.



(figure 3)

Test the wiper function

- 1) Lift wipers off of windshield if dry (This is a very important step. Operating the wipers on dry windshield will damage the wiper motor).
- 2) Turn wipers on Low power and allow to run for at least 1 minute
- 3) Turn wipers on High power and allow to run for at least 1 minute
- 4) Turn wipers off to ensure correct stopping and park position
- 5) Turn on washers to ensure correct function
- 6) Place wipers back onto the windshield.



TIFFIN

MOTORHOMES

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VIP Wiper Module Power Source Recall, 2018 – 2020 Zephyrs and 2019-2020 Allegro Buses

VIN _____

Dealer or Service Center Name & Address

Date Repaired _____

Invoice Number _____

Repair Needed _____

****Note to Service Center or Tiffin Dealer:***

- We are allowing 15 minutes for the inspection of the VIP Module. Please use BU9842RC01 or ZY9842RC01 on warranty claim or invoice if there is no repair needed.
- We are allowing an additional 15 minutes to repair the VIP Module wiring. Please use BU9843RC01 or ZY9843RC01 on warranty claim or invoice for a total of 30 minutes. This time includes the inspection time. If repair is needed, the total time to be claimed is 30 minutes.
- Please return this form along with the invoice or warranty claim to Tiffin Motorhomes, Inc. The invoice for payment may be emailed to jeannie.madden@tiffinmotorhomes.com or faxed to 256-356-6863 for payment processing.
- Please correct Owner information if needed: _____

