



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 22, 2021

Ms. Liz Jones
Tiffin Motorhomes, Inc.
105 2nd Street NW
Red Bay, AL 35582

NEF-107KL
21V-265

Subject: Roof Mounted Body Panel May Become Detached

Dear Ms. Jones:

This letter serves to acknowledge Tiffin Motorhomes, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TIFFIN/PHAETON/2021

Mfr's Report Date: April 15, 2021

NHTSA Campaign Number: 21V-265

Components:

STRUCTURE:BODY:ROOF AND PILLARS

Potential Number of Units Affected: 215

Problem Description:

Tiffin Motorhomes, Inc. (Tiffin) is recalling certain 2021 Phaeton motorhomes, equipped with a roof mounted passenger side awning. A roof mounted body panel may have been improperly attached to the roof.

Consequence:

The roof mounted body panel may detach and become a road hazard, increasing the risk of a crash.

Remedy:

Tiffin will notify owners, and dealers will inspect and, if necessary, properly adhere the body panel, free of charge. The recall is expected to begin June 7, 2021. Owners may contact Tiffin customer service at 1-256-356-8661. Tiffin's number for this recall is TIF-115.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Tiffin's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Tiffin Motorhomes, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement