

# Part 573 Safety Recall Report

# 21V-265

**Manufacturer Name :** Tiffin Motorhomes, Inc.

**Submission Date :** APR 15, 2021

**NHTSA Recall No. :** 21V-265

**Manufacturer Recall No. :** TIF-115



## 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 : 215  
 Estimated percentage with defect : 100 %

## Vehicle Information :

Vehicle 1 : 2021-2021 Tiffin Phaeton

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined by production data and the date of the ECN.  
 The recalled products differs because the material coating of the fairing changed.  
 2021 Phaeton - 215

Production Dates : DEC 01, 2020 - MAR 01, 2021

VIN Range 1 : Begin : 5VBPA57A3MA121040 End : 4UZACGFE4MCMV2590  Not sequential

## Description of Defect :

Description of the Defect : Fairing may become detached from the roof during transit on 2021 Phaeton motorhomes with the optional passenger side roof mounted awning.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the fairing becomes detached from the motorhome while in motion, it could cause an accident, injury or property damage to other vehicles.

Description of the Cause : Tiffin has found that in some instances, the surface of the roof and fairing were not properly prepped which in turn did not allow proper glue adhesion.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : Fairing

Component Description : Wind deflector for the optional roof mounted awning

Component Part Number : Driver's Side Part #5104855 Passenger's Side Part #5104856

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

3/24/2021 The concern was brought to the attention of members during a regular Safety Committee Meeting.

3/29/2021 Compliance began researching concern.

4/6/2021 Compliance finished review and called for a Safety Committee meeting on 4/9/2021.

4/9/2021 Safety Committee voted to recall.

4/15/2021 Compliance is working with production on determining cause.

4/15/2021 Compliance completed working with production to determine cause and finalized the scope of the recall.

## Description of Remedy :

Description of Remedy Program : Tiffin will perform the inspection and/or repair at no charge to customers. Tiffin will reimburse dealers for the labor and materials involved.

How Remedy Component Differs from Recalled Component : The fairing is now installed with an upgraded glue/adhesive.

Identify How/When Recall Condition was Corrected in Production : On March 12, 2021 production began using an upgraded glue that would provide better adhesion regardless of whether the surface was properly prepped or not.

## Recall Schedule :

Description of Recall Schedule : Tiffin will send letters to customers and dealers that are in possession of

coaches explaining the problem and asking them to take the motorhome to the dealer for proper inspection and/or repair.

Planned Dealer Notification Date : JUN 07, 2021 - JUN 07, 2021

Planned Owner Notification Date : JUN 07, 2021 - JUN 07, 2021

\* NR - Not Reported