



# TIFFIN

MOTORHOMES

105 2<sup>nd</sup> Street NW  
Red Bay, Alabama 35582

## IMPORTANT SAFETY RECALL

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

**NHTSA Recall # 21V-265**

**TC Recall # 2021-231**

**Tiffin Recall # TIF-115**

April 20, 2021

### **Fairing Wind Deflectors, 2021 Phaetons with Roof Mounted Power Awning Option**

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: **2021 Phaeton Motorhomes equipped with the Roof Mounted Power Awning Option.**

Tiffin Motorhomes has become aware that there is the possibility of a defect on certain 2021 Phaetons that are equipped with a roof mounted power awning and that were built between May 8, 2020 and March 1, 2021. On these specific motorhomes there is the possibility that the fairing wind deflectors mounted in front of the roof mounted power awning on the passenger side and the matching driver's side fairing may not be properly secured and that either of the fairings may become detached while in transit. If either of the fairings were to become detached from the motorhome, it could cause an injury or property damage to other vehicles.

Tiffin Motorhomes will have the fairings inspected and repaired if necessary. Please arrange to take your motorhome to a **reputable service center OR dealer of your choice** to have this inspection completed and the repairs made if needed. Once your appointment has been made, the dealer or service center you choose can contact Tiffin Motorhomes to obtain work instructions and billing information if they do not already have this information. They can contact Tiffin Motorhomes at 256-356-8861 extension 2176 or by email at [jeannie.madden@tiffinmotorhomes.com](mailto:jeannie.madden@tiffinmotorhomes.com). Please allow up to 15 minutes to have this inspection completed. If

the fairings are not securely attached to the roof and repair is needed, please allow another 1 hour per side for the repair. This work will be completed at no charge to you, the owner.

**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](mailto: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 Recall Department