

Loma Linda, CA

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December 14, 2004

Complaint Division  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
Washington, D.C. 20590

**Re: Report of Safety Defects**      **2002 Tiffin Zephyr Motor Coach**  
**Pursuant to 49 C.F.R. 575.6(a)(2).**      **4UZAACA811C**  
**Manufactured By: Tiffin Motorhomes, Inc.**  
**105 2<sup>nd</sup> Street NW**  
**Red Bay, Alabama 35582**  
**(256) 356-8661**

Dear Safety Officer:

The above referenced motor coach was purchased new in June 2002. Despite being taken in for repairs 6 times and being at the Tiffin Service Department in Red Bay, Alabama or other Tiffin authorized service facilities for 59 days the following serious safety problems have not been corrected and could lead to injury or death.

Electrical Shock and Fire danger

- Wires, fuses, 2000 amp. inverter gets wet due to storage door leaks and result in shorts and electrical failures. Water actually puddles where unit is mounted.

Safety problems include:

- o Hot wires
- o Windshield wiper failure
- o Turning Signal failure
- o Dash gauges fail
- o Headlight and taillight failures
- o Step cover failure result in blocking main exit.
- o Level control failures

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Cheatham to National Highway Traffic Safety Administration

Although I have asked for repairs or replacement the Tiffin Company is not responsive. I have also asked for a safety assessment. No response.

Despite overhearing Tiffin service employees discuss how dangerous these defects are the Tiffin Company has never informed or warned me about safety concerns.

Any requests for additional information or answers to questions will be promptly provided.

Sincerely,