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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)
DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148	Date Received 13-APR-2016	Repository <input type="checkbox"/>
		Reference No. 10855298

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	MORGAN HILL	State	CA
Zip Code	[REDACTED]	Daytime Telephone Number	[REDACTED]
		Evening Telephone Number	SAME
		E-mail Address	[REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5VBRC93A2DA [REDACTED]	Make TIFFIN	Model ALLEGRO	Model Year 2013
Date Purchased 5-30-2013	Dealer's Name and Telephone Number MIKE HOWSON RV	Engine: No: Cylinders 8	Fuel Type: DIESEL
Original Owner <input type="checkbox"/>	Dealer's City FOURTH VALLEY	State CA	Zip Code
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain INTERNATIONAL TRUCK FORCE	Multiple Failure: Incident Date(s) 29-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 11000	Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make MICHELIN	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2013 TIFFIN ALLEGRO. WHILE WALKING DOWN THE STEPS OF THE VEHICLE, THE STEP BOLTS FRACTURED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE STEP BOLTS WERE REPLACED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V880000 (EQUIPMENT). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 11,000.

AS WIFE STRAPPED DOWN, TO EXIT MOTOR HOME, BOTTOM STEP GAVE WAY CAUSING WIFE TO LURCH OUT OF MOTOR HOME FACE FIRST. FORTUNATELY, WIFE GRABBED COUPLER HANDLE TO SAVE HER FROM FALLING HEAD FIRST TO THE GROUND.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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SERVICE ORDER

22 Jun 2015

AA157870

CAL000147201

BUS. LICENSES

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ORIGINAL DATE :

SATURDAY, 9 MAY 2015

COMPANY	6641	YEAR	2013
CUSTOMER	[REDACTED]	MAKE	TIFFIN
ADDRESS	[REDACTED]	MODEL	ALLEGRO BREEZE
	MORGAN HILL CA [REDACTED]	LICENSE #	[REDACTED]
TELEPHONE(S)	[REDACTED]	V.I.N.	32BB0003617 [REDACTED]
KEY#	[REDACTED]	UNIT	17133214
	WRITER AF	DUE BY	29 May 15 00:00
		MILES IN AND OUT	0 / 0

TYPE	LABOR PERFORMED	QTY	TECH.	LIST PRICE	SALE EACH	SUBTOTAL
L	C & A STEP APPEARS TO BE DAMAGED.	0.50	AG		\$ 130.00	\$ 65.00
L	R & R STROMBERG STEP GEAR HAD TO DROP STEP TO GRIND WELD OFF OF TOP OF BOLT AND EXTRACT BROKEN BOLT. REPLACED WITH NEW BOLT AND LOCTITE.	2.50	AG		\$ 130.00	\$ 325.00

TYPE	PARTS SOLD	QTY	TECH.	LIST PRICE	SALE EACH	SUBTOTAL
P	47-0503 - STROMBERG STEP GEAR	1.00			\$ 79.96	\$ 79.96
P	128969 - SHOULDER BOLT	1.00			\$ 20.53	\$ 20.53

ORIGINAL ESTIMATE \$ 130.00

X: _____

RECOMMENDATIONS

22 Jun 2015 - ... - 0.00

REPAIR ORDER

I hereby authorize the above name to operate and store the above vehicle for the purpose of testing, inspection, repair and delivery, at my own risk. I understand that the above named is not responsible for loss or damage equipment or articles left on or in vehicles in case of fire, theft, or any cause beyond their control. I understand that if I wish to retain worn and damaged parts that request will be made at the time of authorization or repairs. I understand that two (2) days after notice of completion of services rendered, that a storage charge of not more than \$50 per day, will be charged unless otherwise agreed to in writing. ALL ACCOUNTS ARE PAID BY THE 10TH OF THE MONTH. ALL CUSTOMERS WILL BE CHARGED A 1.75% SERVICE CHARGE ON ACCOUNTS PAST THE DUE DATE!

Signature: _____ Date: _____

UNDER WARRANTY
NO CHARGE TO THE CUSTOMER
PAYMENT :

DEPOSIT

SUBTOTAL - LABOR \$ 390.00
SUBTOTAL - PARTS \$ 100.49
SUBTOTAL TIRES

TOTAL TAX \$ 8.79
TOTAL SALES \$ 499.28
TOTAL COLLECTED \$ 0.00
AMOUNT DUE \$ 499.28

LETTER TO MFG.

To:
Subject:

COACHSTEPREACLL@LC1.COM
1-step incident

April 13, 2016

Lippert Company,

While I was having some work done at a Tiffin service center, I was made privy to the 2 and 3 step recall issued by NHTSA. After reading thru the recall, I knew my 2013 Breeze with one step was not included in the recall. I called Tiffin and related an incident my wife and I had in May of 2015. My wife stepped out of the coach and the step gave way. To our luck, she was holding onto the hand railing or she would have ended up face first on the concrete pad.

Upon returning home, I took the coach into service at my local service center. As you can see, the center bolt broke and also ruined the gear. I paid cash and was on my way not giving it any thought until I read the recall bulletin. He Tiffin people said to call you and see what if anything you would do about it. Your customer service rep said to document everything and include paperwork of my out of pocket expense.

If you can help me out, fine. I am more interested in getting a kit (retainer bracket, bolt, etc) for a 1 step Coach electric step.

Thank you,

and

Morgan Hill, Ca.

Tiffin Allegro Breeze 2013

VIN# 5VBRC93A2DA

Mfd. 4/2/2013

Purchased 5/30/2013

RESPONSE FROM MFG.

From: LCI- Customer Service <customerservice@lci1.com>
Sent: Wednesday, May 04, 2016 6:59 AM
To: [REDACTED]
Subject: RE: FW: step recall claim CASE [REDACTED] [ref:_00Di0alhw._500i0glE00:ref]

Good Morning,

Thank you for contacting LCI. Your case number is [REDACTED]. The recall is on the double and the triple steps. With this being a single step and no recall involved. LCI is unable to reimburse based on the information of the single step. I have this documented and your case number is provided above. If there is anything I can assist with further. Please let me know.

Thank you,
Tara Speed
574-537-8900

Tara Speed
Technical Service Representative
P. 574-537-8900 | F. 574-534-7161

Address for warranty testing part returns:
Lippert Components
Plant 45 Attn: Ron Summers Bldg 17
2703 College Avenue
Goshen, Indiana 46528
ref:_00Di0alhw._500i0glE00:ref