

SPICEWOOD TX

September 16, 2025

Cummins Customer Service
Cummins Inc.
Corporate Office Building
500 Jackson St.
Columbus, IN 47202

Dear Cummins Customer Service,

We purchased a 2017 Tiffin Allegro Breeze, VIN# [REDACTED], Engine# 81015051, in November 2016. It has been subjected to a number of recalls including the NHTSA recall 18E-112 relocating the engine air compressor to provide more wrap on the pulley to minimize slippage and potential loss of air to the chassis including the air brake system.

We had this recall performed in 2018 at the Cummins facility in Nashville TN. It has been a nightmare ever since the recall was performed. We have had the belt shredded or expelled from the pulleys so many times and in the most hazardous of places that we now feel compelled to write this letter before an accident occurs or even worse someone is injured during the roadside repairs. As you will see in the chronological incident list below we have taken the unit on many occasions, (when possible or in conjunction with other repairs), to authorized Cummins facilities.

This belt should normally be changed between 60,000 and 100,000 miles. In our under 90,000 miles we have had to change the belt 11 times so far! That amounts to a belt malfunction every 8,000 miles on average. The really frightening issue is that it is unpredictable and more often than not occurs at the most inopportune times and places. **THIS IS A SAFETY ISSUE**, air brakes locking up while in the wrong lane of a freeway or in the middle of a bridge is a disaster waiting to happen.

It is fairly obvious that we have a pulley alignment issue and/or a belt tensioner problem. Both of these "root" causes have been addressed with no improvement. It does not help that we have an "orphan" ISV 5.0 engine with parts not available, (the crankshaft add on pulley that drives the compressor), which has been suggested should be changed as a potential answer to the problem.

What follows is a chronological list (as best we can reconstruct it) of this chronic condition.

2018 Nashville TN, Cummins performed recall relocating compressor and changed belt routing.

2018 North Florida, roadside changed belt.

2019 Jacksonville FL, Cummins changed belt and tensioner.

2019 Hobbs NM, Cummins checked belt and tensioner during turbo replacement.

2020 Lubbock TX, roadside changed belt and tensioner.

2020 Marble Falls TX, roadside changed belt.

2021 Canyon TX, roadside changed belt.

2022 Mountainair NM, roadside changed belt and tensioner.

2023 San Antonio TX, roadside changed belt.

2023 San Antonio TX, Cummins changed belt and tensioner.

2024 Corpus Christi TX, roadside changed belt.

2025 Spicewood TX, roadside changed belt and tensioner.

2025 Salt Lake City UT, Cummins checked belt and tensioner.

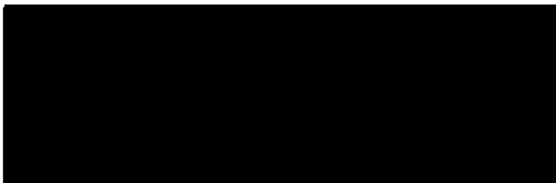
2025 Northern CA, roadside changed belt and tensioner.

I do not know how we proceed from here but we are copying this note to Tiffin Motorhomes and the National Highway Transportation Safety Administration.

Something must be done, we can no longer accept that this is acceptable or normal for this engine. We anxiously await your response and your plan to rectify this persistent, dangerous, expensive and aggravating issue. Please do not suggest sending us to a local Cummins facility again. We have done that over and over as you can see from our timeline above. We need an elevated response from a higher caliber of technicians or engineers.

P.S.

In addition to all of the belts and tensioners and labor hours that we have purchased the belts somewhere along the line have taken out the electric fan connection, the restraining cable to the fan hub and has chipped several fan blades. None of these were repaired during our warranty period and remains today un-repaired.



C.C.

Tiffin Motorhomes

ATTN: President Leigh Tiffin

105 2nd St. NW, Red Bay AL 35582

NHTSA Headquarters

ATTN: Safety Related Recalls

1200 New Jersey Ave., SE, West Building

Washington, DC 20590

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NHTSA Headquarters

ATTN: Safety Related Recalls

1200 New Jersey Ave., SE, West Building

Washington, DC 20590



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