U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
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Investigation: PE 16-004
Date Opened: 04/13/2016 **Date Closed:** 09/03/2016
Investigator: Peter Kivett **Reviewer:** Bruce York-B
Approver: Michael Brown
Subject: Loss of Windshield Wiper Function

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Tiffin Motorhomes, Inc.
Products: 2008-2010 Tiffin Phaeton Motorhomes
Population: 10,351

Problem Description: The windshield wiper bracket/arm cracks at the pivot shaft which may cause the wiper to fall off or not sweep.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	2	0	2
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	66	66

***Description of Other:** Warranty claims

ACTION / SUMMARY INFORMATION

Action: This Preliminary Evaluation is closed with Safety Recall (16V-532)

Summary:

Based on two Vehicle Owner Questionnaires (VOQ) alleging windshield wiper failures at the pivot assembly on Phaeton model Motorhomes, the Office of Defects Investigation (ODI) opened this Preliminary Evaluation (PE). During the investigation Tiffin made ODI aware of 66 warranty claims for wiper failures and also informed ODI of a design change to the wiper motor.

Based on the VOQ received by ODI, the vehicles subject to this investigation were 2008 MY Tiffin Phaeton Motorhomes. During the investigation Tiffin identified additional models that used the same subject windshield wiper components. The additional models include 2007-2011 MY Allegro, Allegro Bus, Phaeton, and Zephyr, 2007-2010 MY Allegro Bay and 2010-2011 MY Allegro Breeze motorhomes.

As part of the investigation, fleet operators, professional drivers, law enforcement personal, engineers from the Vehicle Research Test Center and complainants were interviewed. ODI leveraged these interviews to demonstrate that the wiper failures represented a safety defect. Tiffin concurred and during the PE process decided to conduct a voluntary safety recall (16V-532). Tiffin found that if the windshield wiper arms break, the driver's visibility may be reduced, increasing the risk of a crash.

The Tiffin recall was received prior to the required response date of an Information Request (IR) letter ODI had sent them. As a result, there is no manufacturer IR response on record. This investigation is closed with Safety Recall (16V-532).

The ODI reports cited above can be reviewed at:
http://www-odi.nhtsa.dot.gov/owners/SearchNHTSAID

using the following complaint identification numbers: 10522553, 10478772.