



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
Investigator: Peter Kivett
Approver: Otto Matheke
Subject: Loss of Windshield Wiper Function
Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Tiffin Motorhomes, Inc.
Products: 2008-2010 Tiffin Phaeton Motorhomes
Population: 1,000 (Estimated)
Problem Description: The 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	0

***Description of Other:** Warranty Claims

ACTION / SUMMARY INFORMATION

Action: This Preliminary Evaluation is opened.

Summary:

The Office of Defects Investigations (ODI) received 2 wiper bracket/arm complaints on Tiffin Phaeton motor homes in which the wiper arm breaks at the pivot assembly. One of the complainants experienced 2 failures on separate occasions. One of the complainants stated they had received a new redesigned wiper assembly free of charge from the manufacturer.

ODI contacted Tiffin regarding these complaints and discussed the reason for the change in design. Tiffin indicated the supplier, Diesel Equipment (Diesel), incorporated a design change to improve the integrity of the assembly. ODI also asked Tiffin if they had received any warranty claims for failed wipers. Tiffin provided warranty data that showed a total of 66 wiper failures on the subject vehicles.

The detaching of the wiper arm results is a reduction in visibility while driving and increases the risk of a vehicle crash. The redesigned wiper arm assembly appears to be a remedy for this safety concern.

A Preliminary Evaluation has been opened to assess the scope and severity of the alleged defect.

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