

Tiffin Motorhomes, Inc.

105 2nd Street NW
Red Bay, Alabama 35582
www.tiffinmotorhomes.com



Phone: (256) 356-8661
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info@tiffinmotorhomes.com

05V-268

June 3, 2005

To Whom It May Concern:

Attached is a packet we sent out to our dealers June 2, 2005. It is regarding Recall 05E-015. The letters from Vehicle Systems are dated March 30, 2005, but that is their date, not when we sent it out.

Thank you,

Liz Jones

2005 JUN -8 A 11:26
DEFECTS INVESTIGATION
05V-215

"Just ask someone who owns one"

Vehicle Systems

I N C O R P O R A T E D

March 30, 2005

Re: Safety Recall No. 05E-015 Servicing Dealer Letter

Attn: Service Managers

Dear: Sir or Madam

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS SAFETY RECALL

Webasto Product North America, Inc., the Diesel-Burner supplier for the Aqua-Hot and Hydro-H heating systems, has determined that a safety-related defect which relates to motor vehicle safety may exist in certain Aqua-Hot, Hydro-Hot (equipped with the Webasto DBW 2010 Diesel-Burner), along with Webasto DBW 2010 Coolant Heaters. The Diesel-Burner is equipped with a Combustion Chamber (generic name – “burner tube”) that may be made out of material that is not within specification and in those cases could fail prematurely. If such failure occurs, the surface temperature of the exhaust tube exiting from the heater can increase and could potentially ignite combustible materials in or around the vehicle which could cause personal injury. Vehicle occupants may notice an increase in noise relating to such an occurrence and may observe heat related discoloration of components of the heater’s exhaust system. This Combustion Chamber material defect may have affected heaters manufactured during the dates of November, 2002 through February of 2005.

Motorhomes that would be affected by this campaign would be manufactured after December 1, 2002 thru April 1, 2005

More specifically Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro- Hot Serial # HM/E 02-529 thru HM/E 05-0374 or Webasto Serial # 100265 thru 802066.

WHAT WE WILL DO

Webasto Product North America Inc., with the support of Vehicle Systems, Inc., will replace all affected Combustion Chambers (i.e. burner tube) with a new one. All Qualified Servicing Dealers will be sent a limited supply of replacement Combustion Chambers at no charge to the dealer for the initiation of this campaign.

~~Vehicle Systems~~

I N C O R P O R A T E D

WHAT YOU SHOULD DO

As the Qualified Servicing Dealer please review all technical correspondence enclosed with this notice to understand the scope of this Safety Recall Campaign.

Educate your service and claims personnel concerning which heaters are affected by this recall as well as reviewing the "Process Instructions" for clarity in claim submission and reimbursement procedures.

We have enclosed sample copies of the "End User letter" along with a copy of the "Process Instructions" and "Campaign Claim Form" for distribution to your Service Technicians.

Please be sure to contact our company directly at 1-800-685-4298 and ask to speak with our Technical Support staff should you have any questions regarding the logistics of this Recall campaign.

We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,



Dean Jackson

Manager of Technical Support, Product Service, and Warranty Administration

Vehicle Systems

I N C O R P O R A T E D

April 11, 2005

Re: Safety Recall No. 05E-015 Owner Notification Letter

Dear Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS SAFETY RECALL

Webasto Product North America, Inc., the Diesel-Burner supplier for the Aqua-Hot and Hydro-Hot heating systems, has determined that a safety-related defect which relates to motor vehicle safety may exist in certain Aqua-Hot, Hydro-Hot (equipped with the Webasto DBW 2010 Diesel-Burner), along with Webasto DBW 2010 Coolant Heaters. The Diesel-Burner is equipped with a Combustion Chamber (generic name – “burner tube”) that may be made out of material that is not within specification and in those cases could fail prematurely. If such failure occurs, the surface temperature of the exhaust tube exiting from the heater can increase and could potentially ignite combustible materials in or around the vehicle which could cause personal injury. Vehicle occupants may notice an increase in noise relating to such an occurrence and may observe heat related discoloration of components of the heater’s exhaust system. This Combustion Chamber material defect may have affected heaters manufactured during the dates of November, 2002 through February of 2005.

Motorhomes that would be affected by this campaign would be manufactured after December 1, 2002 thru April 1, 2005

More specifically Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro- Hot Serial # HM/E 02-529 thru HM/E 05-0374 or Webasto Serial # 100265 thru 802066.

WHAT WE WILL DO

Webasto Product North America Inc., with the support of Vehicle Systems Inc. will replace all affected Combustion Chambers (i.e. burner tube) with a new one.

WHAT YOU SHOULD DO

Please contact your Motorhome Manufacturer or Vehicle Systems as soon as possible for assistance in locating a Qualified Service facility regarding this no-charge Safety Recall Campaign. Please be sure to ask if they are aware of this particular Safety Recall

End-user ltr.05E-015 Page 1 of 2

Motor Coach Heating Specialists • Manufacturers and Distributors

15549 East Highway 52 • Fort Lupton, CO 80621 • 303.659.8221 • FAX 303.857.9000

www.vehiclesys.com • www.aqua-hot.com • www.hydro-hot.com

Vehicle Systems

I N C O R P O R A T E D

Campaign #05E-015 prior to scheduling a service appointment. If the Motorhome Dealer has not been notified about this Safety Recall Campaign, please contact Vehicle Systems Inc. at 1-800-685-4298 and ask to speak with our Technical Support and Service Department. A company representative will then either contact your particular Motor Home Dealer regarding this Safety Recall Campaign matter, or they will provide you with information regarding where there is an (authorized) Motorhome Dealer that can perform the necessary service correction, if applicable.

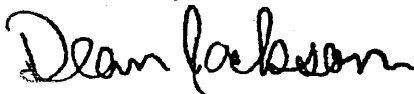
If you have sold or traded your Motorhome, please let us know by contacting our Technical Support and Service Department at 1-800-685-4298.

After contacting your Motorhome Manufacturer and Vehicle Systems, Inc., if you are unable to have the safety-related defect/noncompliance remedied without charge and within a reasonable time, you may notify:

Administrator
National Highway Traffic Safety Administration
400 7th Street, SW Washington, DC 20590
(Or call 1-888-327-4236)

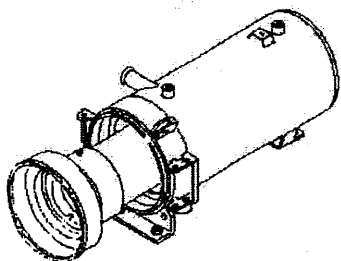
We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,



Dean Jackson
Manager of Technical Support, Product Service, and Warranty Administration

Process Instruction



Process Instruction for the Replacement of the Burner Tube

April 2005

These Instructions are in reference to Safety Recall No. 05E-015

Webasto will allow \$92.50 labor to a qualified Servicing Dealer for each Burner Tube installed in accordance with the parameters of this Safety Recall.

Qualified Servicing Dealers will be provided with a limited stock of burner Tubes at no cost to the dealer.

**Before beginning work on the heater, the main power cable must be removed from the vehicle battery!
Do not work on a hot heater!**

A Philips screw driver, 10mm socket, extension and a 1/4 drive ratchet or a 10mm Tee-handle and socket combination is required.

For full service instructions, a service and repair manual is available online at:

<http://www.vehiclesys.com/manuals.htm>

Before starting work, check to see if the heater is already marked. Corrected heaters are marked with a yellow dot on the data/serial# plate on the outside of the of the Aqua-Hot or Hydro-Hot cover and on the front side of the burner head (black plastic) cover (see fig. 6&7).

Remove the heater access cover and locate the burner head attaching eye bolts. For burner head removal, both eye bolts of the housing are to be loosened (see fig. 1&2).

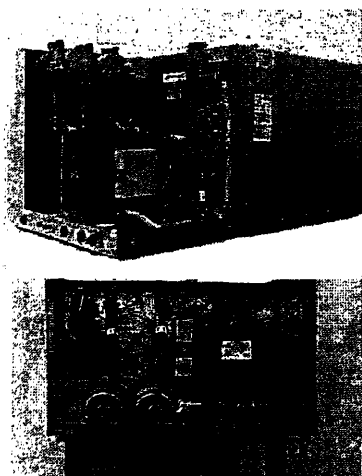


Figure 1

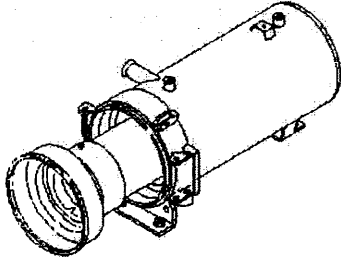


Figure 2

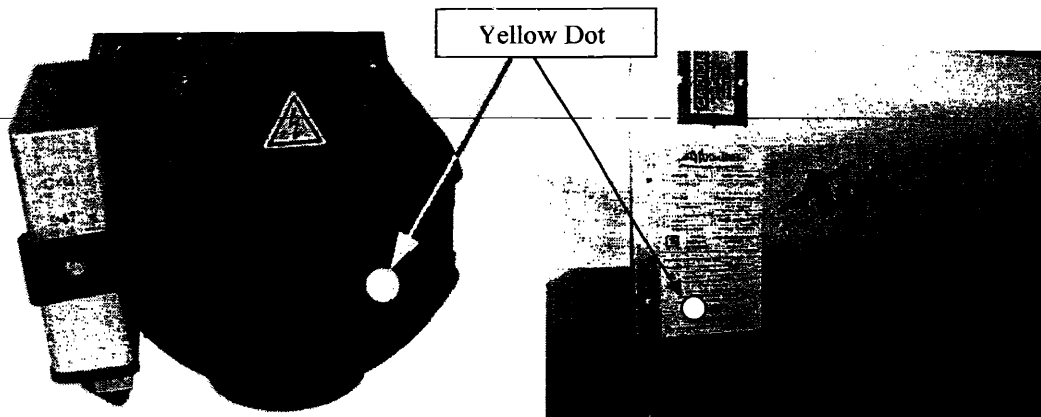
Once the burner head has been unlatched move it back away from the combustion chamber location, taking care not to bend or misalign the ignition electrodes or flame sensor disc.

Note: The wiring harness and fuel lines are long enough to allow for the burner head to be placed in a vertical position to allow plenty of clearance to remove the combustion chamber. (See fig. 3)

Process Instruction



Place the special yellow adhesive dots (2 each provided) on the front side of the burner head and on the outside cover data plate to identify corrected heaters. (See figure 6&7)



(Fig. 6)

(Fig. 7)

After completing the correction, a visual inspection and test run of the heater must be performed according to the service instructions.

In case of technical questions or technical problems please call our hotline at: (800) 685-4298.

Removed Material Disposition

To obtain reimbursement for labor, handling and expenses associated with installing replacement burner tubes dealers should:

- 1) Complete the Webasto Recall #05E-015 Claim Form and fax to 303-857-7881**
Webasto requires the return of the removed parts to Vehicle Systems Inc. (See Claim Form)
- 2) Upon submission of the claim, Vehicle Systems will issue a Return Goods Authorization (RGA) Number along with instructions for returning the parts.**

Vehicle Systems

I N C O R P O R A T E D

Webasto Recall #05E-015 Claim Form

Customer Name: _____ Coach Date of Purchase ____/____/____

Coach Manufacturer: _____ Coach VIN# _____

Aqua-Hot / Hydro-Hot Serial # _____ Webasto Serial # _____

Note: Only Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro- Hot Serial # HM/E 02-529 thru HM/E 05- 0374 or Webasto Serial # 100265 thru 802066 are covered by this campaign.

WPX-265-53A Combustion Chamber	No Cost to Dealer	NA
Combustion Chamber R&R Labor	Recall Flat Rate \$92.50	\$92.50
Return Shipping	Not to exceed 20% of actual shipping cost	\$
		Total \$ _____
Dealer Name: _____ Technician _____		
Address: _____ Phone #: _____		
City _____ State _____ Zip _____		
Service Mgr Signature: _____ Date: ____/____/____		

This recall claim form DOES NOT include normal warranty coverage. All other warranty repairs must be submitted separately.

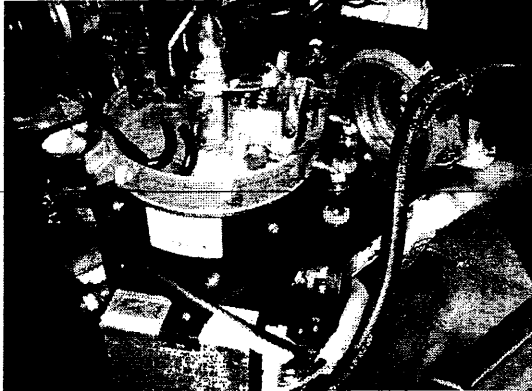
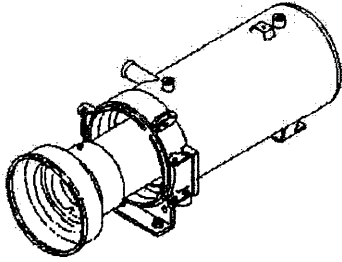
Note: All parts replaced under this recall campaign” must be returned to Vehicle Systems with this completed claim form before any credit or reimbursement will be given.

Please call 800-685-4298 for Return Authorization and return this completed Claim Form and the parts replaced to: Vehicle Systems, Inc.

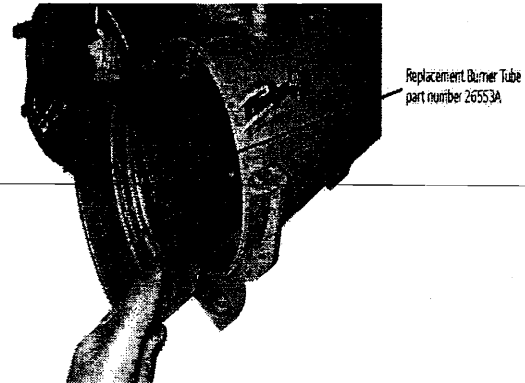
**Warranty / Recall Campaign 05E-015
15549 East Highway 52
Fort Lupton, CO 80621**

RGA# _____

Process Instruction



(Fig. 3)



(Fig. 4)

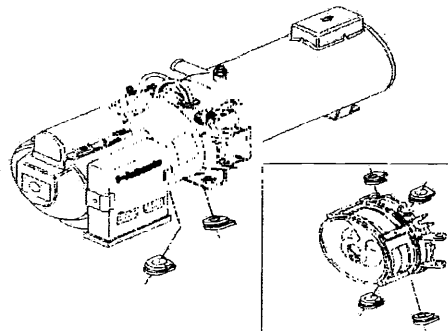
The burner tube can now be pulled out (see fig. 4). If burner tube fit is very tight, use two screwdrivers to gently pry it evenly away from the heat exchanger. Do a visual check of the heat exchanger for damages. If necessary remove carbon deposits with a steel brush. Insert the new burner tube into the heat exchanger until it is fully seated.

No further adjustment is necessary.

When reassembling the burner head to the heat exchanger the eyebolts and ears must be in the correct position during tightening (see fig. 1). **Tighten the eyebolts to a maximum of 4.0 Nm (35.5 lb/in.). Over-tightening could damage the casting.**

Once the burner head has been re-installed, make sure that all four grommets (2 rights and 2 left) are in place.

To minimize combustion air leakage, ensure grommets are fitted tightly around wire cables and fuel pipes. (See fig. 5).



(Fig. 5)

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May 24, 2005

RE: Select Comfort Mattresses

To Whom It May Concern:

We will no longer be able to provide Select Comfort Mattresses after-market. The company will not warranty any mattress that is put into a coach after manufacture of the coach. **This does not affect the warranty of the mattress put into the coach during manufacturing.** Therefore, we will not sell the following mattresses after-market:

Tiffin Part No.	Select Comfort Part #	Description
14928	LM1817	60 x 75 Short Queen Pillow Top
14929	QM1817	60 x 80 Regular Queen Pillow Top
14930	HM1817	72 x 80 King Pillow Top

Thank you,

Tim Tiffin
Tiffin Motorhomes

"Just ask someone who owns one"