

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On Nov. 3, 2010, Tiffin Motorhomes [MFR] decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: Nov. 5, 2010

Furnish the manufacturer's identification code for this recall (if applicable): 10E-049 (Norcoln's #)

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Tiffin Motorhomes, Inc.
105 2nd St. NW
Red Bay AL 35582

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Bob Tiffin, Pres.

Telephone Number: 256-356-8661 Fax No.: 256-356-

Name and Title of Person who prepared this report.
Liz Jones

Signed:

→ Mr. Tiffin is out of town until Monday 11-8. I will then get him to sign & resend this page to you.

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved

Total Number Potentially Affected by the Recall:

30,000
* See note

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: Approximately 1/3

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

* Tiffin is currently going through approximately 30,000 original orders of units produced between Dec. 1996 and Oct 6, 2010 to find out which units HAD/HAVE 1200 series Norcold Refrigerators. We estimate this to take approximately 4 weeks to complete. We have original order to look at from 1999 to 2010, however we will have to turn in all VINs on units manufactured Dec. 1996 to Dec 1998. Therefore, there will be customers who own other brands of refrigerators receiving a letter from NORCOLD.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Describe the cause(s) of the defect or noncompliance condition.

Describe the consequence(s) of the defect or noncompliance condition.

Fire

Identify any warning which can (a) precede or (b) occur.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Tiffin is gathering a database of units with any 1200 serie Norcold refrigerators & providing information to Norcold. Norcold will then notify them via letter to call Norcold so they can advise ^{where to go} & provide customer with needed kit to make repair. In addition, Tiffin will be putting Notice in our company's magazine advising that if they have any type Norcold to please call Norcold just to be on the safe side.

* Norcold will be turning in the quarterly reports

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

* Tiffin will file an Ammended 573 when
will HAVE the actual units involved. We expect
to reduce the 30,000 ~~to~~ py at ~~least~~ least
1/3.

VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

2009 - 2008 - 2007 :

<u>Mod. yr.</u>	<u>Model</u>	
2007 -	Allegro	3
	Bay	145
	Bus	203
	Phaeton	504
	Zephyr	1

<u>Mod. yr</u>	<u>Model</u>	
2008 -	Allegro	7
	Bay	162
	Bus	303
	Phaeton	955
	Zephyr	1

<u>Mod. yr.</u>	<u>Model</u>	
2009 -	Allegro	48
	Bus	49
	Phaeton	180
	Zephyr	1

<u>Mod. yr</u>	<u>Model</u>	
2010 -	Allegro	85
	Bus	22
	Phaeton	48