

## Schuler, Kelly (NHTSA)

---

**From:** Jones, Liz [liz.jones@tiffinmotorhomes.com]  
**Sent:** Wednesday, August 17, 2011 5:14 PM  
**To:** Schuler, Kelly (NHTSA)  
**Cc:** Neal, Ken  
**Subject:** Chronology in Determining the Defect

July 18<sup>th</sup> – Tiffin Motorhomes was contacted via e-mail by service center in the field stating that customer said he had smoke inside his motorhome, but no fire was seen. Service center sent pictures with e-mail, but it was unclear what the problem was. Tiffin instructed service center to inspect and investigate to find problem.

July 27<sup>th</sup> – Service center sent more pictures and Tiffin was able to determine that the exhaust was too close to the floor in this motorhome and was causing the insulation under floor to melt. At that point Tiffin started an investigation here at our manufacturing plant of our Phaetons. They found that three floorplans had the exhaust too close to the floor; QBH, QKH, and QTH (however, QTH is not as much a hazard as the other two because there is more space between exhaust and floor) . Investigation continued until it was determined a insulating sock or blanket should be put over exhaust and heat shield attached to bottom of floor.

July 28<sup>th</sup> – Parts (insulation sock) was ordered.

July 29<sup>th</sup> – 50 insulation socks were received at Tiffin and part was tried out to make sure it repaired problem. It did.

August 1<sup>st</sup> – 50 more parts came in.

August 2<sup>nd</sup> – We started contacting the customers and dealers via phone who had QBH and QKH floorplans. QTH was not as serious so we waited till we had more parts in to contact these. We started sending out Next Day Air UPS, the part, the instructions, and the form to send back to us after repair was made.

August 3<sup>rd</sup> – Balance of parts arrived.

August 5<sup>th</sup> – Filled out 573 for NHTSA.

Bulk of customers were called in the first two weeks of August. Estimate over 90% on units involved have been notified and sent part and instructions. Already receiving forms back that repair has been made. The estimated 10% that is left is primarily QTH floorplan, that are not as hazardous as other floorplans.

We will also send letter to customers and dealers. Hope to have mailing complete by end of August.