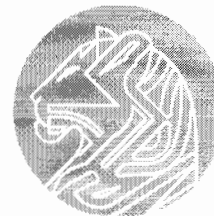




1(800) 531-9383 or in SC (803) 955-3001 Fax (803) 955-0330  
4837 Edmund Hwy. (HWY 302) West Columbia, SC 29170  
[www.tigermotorhomes.com](http://www.tigermotorhomes.com)



August-23-2011

**URGENT RECALL NOTIFICATION**

Dear \_\_\_\_\_ ;

This Recall Notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act

Provan Industries, LLC dba Tiger Motorhomes ("Tiger") has determined that a defect which relates to motor vehicle safety compliance exists on certain Ford F-350/Chevy 3500 based Class "C" 2009-2011 models.

The defect involves certain spare tire carriers installed on Tiger units. At the weld between the carrier mounting plate and the tire carrier frame, cracking/tearing has been identified. An analysis and review of the tire carrier assembly has revealed that it was not intended to support a tire and rim of the size and weight used by Tiger product. The added weight could lead to premature failure of the welds.

This is not a sudden catastrophic failure of this weld. After a crack/tear at the weld joint develops it must propagate through its length before separation. The crack/tear is also clearly identifiable prior to any potential of failure. If this crack/tear is left to fail, the assembly with the spare tire attached can separate from the vehicle causing injury, death and/or damage to pedestrians, property or following vehicles and their passengers.

Please inspect your tire carrier immediately and determine if cracking/tearing of the weld has begun. If it has, remove the spare tire from the carrier until the carrier is replaced.

If no cracks/tears are identified, we recommend periodic inspection of the tire carrier until the carrier is replaced. This inspection should include looking at all welds for signs of cracks or tears. Additionally, look for any other signs of stress in the metal along the weld lines, where the bolts fasten to the bumper, the area where the cotter pin holds the tire carrier in an upright position and around the tire carrier hinge bolt (please see accompanying pictures Page 2, for clarification).

We also recommend that you ensure the tire carrier is tight and secure. A loose tire carrier could indicate a problem or eventually create the problem identified above.

If you have any questions about this recall campaign, you may contact Tiger at 1-800-531-9383 / 803-955-3001, or e-mail [info@tigermotorhomes.com](mailto:info@tigermotorhomes.com).

If you are unable to have the safety defect remedied within a reasonable time, you may submit a complaint to:

The Administrator National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE., Washington, DC 20590;

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

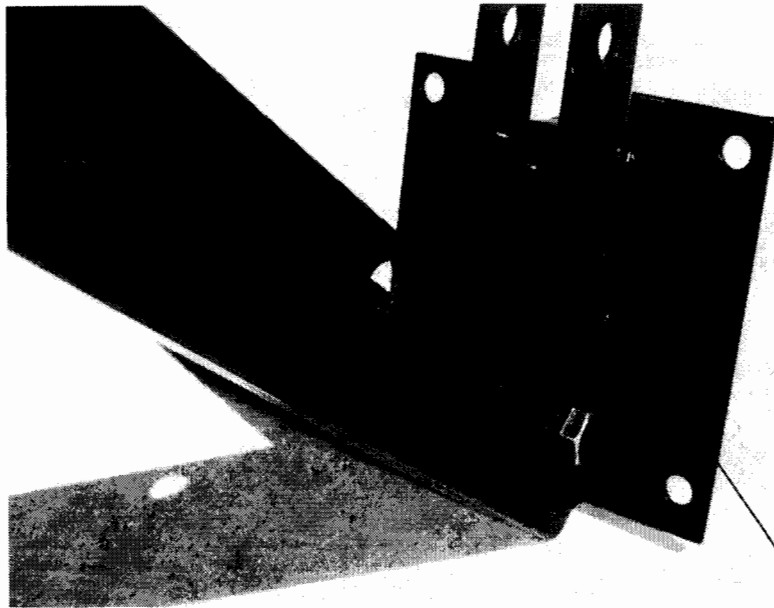
If you are the lessor of this vehicle, Federal law requires that you forward this notice to the lessee within ten days of your receipt of this notice.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact Tiger with all of

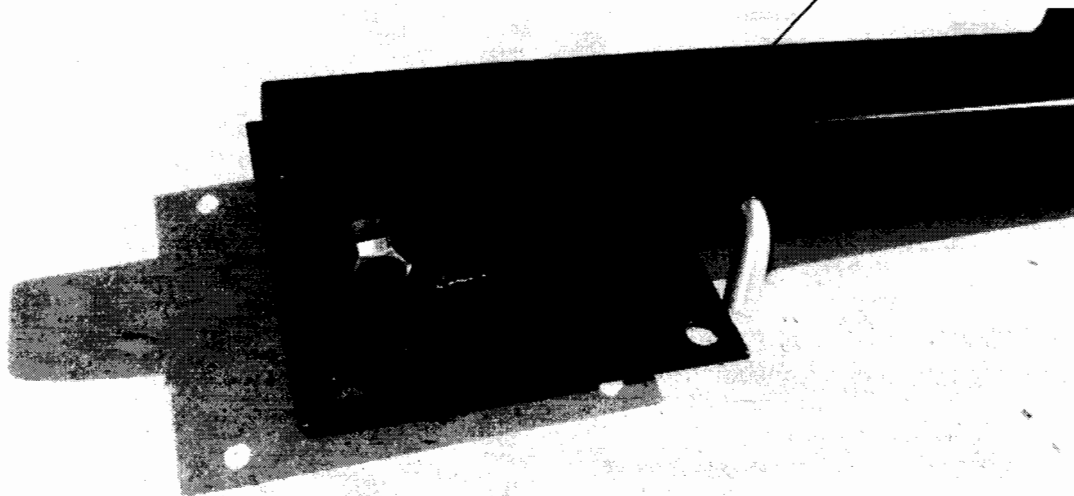
the information you have regarding the current owner/operator of the vehicle(s), so that we can ensure that the vehicles are corrected.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Provan Industries LLC apologizes for any inconvenience this may cause.



Inspect these areas for any breaks, cracks, tears, or stresses in the metal and welds. The area around the welds is the main potential failure point.



**Provan Industries, LLC**

**Tiger Motorhomes**

4837 Edmund Hwy.

West Columbia, SC 29170

Tel: 803.955.3001

**Fold-Down Tire Carrier Recall (Service Bulletin 001)  
Replacement Fold-Down Tire Carrier Installation Instructions  
August 2011**

