



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 28, 2012

MS. LIZ JONES
TIFFIN MOTORHOMES
105 2ND STREET NW
RED BAY, AL 35582

NVS-2151rd
12V-071

Subject: ELECTRONIC CONTROL MODULE

Dear MS. JONES:

This letter serves to acknowledge Tiffin Motorhomes, Inc.'s (Tiffin) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TIFFIN/BUS/2009-2010
TIFFIN/ZEPHYR/2009-2011
TIFFIN/ZEPHYR/2013

NHTSA Campaign Number: 12V-071 **Mfg's Report Date:** February 24, 2012

Components: VEHICLE SPEED CONTROL: CRUISE CONTROL

Potential Number of Units Affected: 181

Summary:

TIFFIN IS RECALLING CERTAIN MODEL YEAR 2009-2010 BUS, AS WELL AS CERTAIN 2009-2011 AND 2013 ZEPHYR RECREATIONAL VEHICLE CHASSIS EQUIPPED WITH AN ELECTRONIC CONTROL MODULE, PART NUMBER 2791-NN2E-001 OR 2791-NN2E-002. WHEN THE BRAKE IS APPLIED, THE CRUISE CONTROL MAY NOT CANCEL. ADDITIONALLY, THESE VEHICLES MAY EXHIBIT AN INADVERTENT, MODERATE INCREASE IN VEHICLE SPEED UNTIL THE VEHICLE REACHES ITS GOVERNED SPEED AFTER THE CRUISE CONTROL IS SET.

Consequence:

A DRIVER MAY EXPERIENCE REDUCED CONTROL OF THE VEHICLE IF EITHER THE DRIVER ATTEMPTS TO CANCEL THE CRUISE CONTROL BY APPLYING THE BRAKE OR THE VEHICLE SPEED INCREASES AND THE DRIVER IS UNAWARE OF THE INCREASED SPEED, INCREASING THE RISK OF A CRASH.

Remedy:

TIFFIN WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE STEERING WHEEL SWITCH AND REPROGRAM THE MODULE, FREE OF CHARGE. TIFFIN HAS NOT PROVIDED A NOTIFICATION SCHEDULE. OWNERS MAY CONTACT TIFFIN AT 256-356-8661.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to provide an estimated date including month, day, and year, when owners, dealers, and distributors will be notified as soon as the date becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement