



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 19, 2016

Ms. Liz Jones
Tiffin Motorhomes, Inc.
105 2nd Street NW
Red Bay, AL 35582

NVS-215MR
15V-880

Subject: Electric Entry Steps may Become Unstable

Dear Ms. Jones:

This letter serves to acknowledge Tiffin Motorhomes, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/ALLEGRO/2008-2015
TIFFIN/ALLEGRO BAY/2007-2008
TIFFIN/BAY/2009-2010
TIFFIN/BUS/2008-2015
TIFFIN/PHAETON/2008-2015

Mfr's Report Date: December 22, 2015

NHTSA Campaign Number: 15V-880

Components:

EQUIPMENT:RECREATIONAL VEHICLE

Potential Number of Units Affected: 14,889

Problem Description:

Tiffin Motorhomes (Tiffin) is recalling certain model year 2007-2015 motorhomes manufactured May 1, 2007, to December 31, 2014, equipped with certain Coachstep Double and Triple Electric Steps. The bolt that attaches the fan gear assembly to the steps may fracture allowing the fan gear to disengage from the steps. As a result, the steps may not remain in the expected position and may become unstable.

Consequence:

Unstable entry and exit steps increase the risk of injury.

Remedy:

Dealers will install a retainer bracket on the double step assemblies and the Coachstep Linkage Assembly will be replaced and a retainer bracket will be installed on the trip step assemblies. The manufacturer has not yet provided a notification schedule. Owners may contact Tiffin customer service at 1-256-356-8661, or Lippert customer service at 1-574-537-8900.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

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. Also, 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).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners 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.

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible. OR As required in Part 573.6(c)(7), in the case of a noncompliance, please provide the test results and other information used to determine the existence of the noncompliance. Include the date of each test and observation that indicated that a noncompliance might or did exist. Please provide this information as soon as possible.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at 202-366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



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