



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 11, 2016

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

NEF-150MR  
16V-532

**Subject:** Windshield Wiper Arms May Break

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/2007-2011  
TIFFIN/ALLEGRO BAY/2007-2010  
TIFFIN/ALLEGRO BREEZE/2010-2011  
TIFFIN/ALLEGRO BUS/2007-2011  
TIFFIN/PHAETON/2007-2011  
TIFFIN/ZEPHYR/2007-2011

**Mfr's Report Date:** July 11, 2016

**NHTSA Campaign Number:** 16V-532

**Components:**

VISIBILITY:WINDSHIELD WIPER/WASHER

**Potential Number of Units Affected:** 10,351

**Problem Description:**

Tiffin Motorhomes, Inc. (Tiffin) is recalling certain model year 2007-2011 Allegro, Allegro Bus, Phaeton, and Zephyr motorhomes, 2007-2010 Allegro Bay motorhomes, and 2010-2011 Allegro Breeze motorhomes. The windshield wiper arms on the affected vehicles may break off.

**Consequence:**

If the windshield wiper arms break, the driver's visibility may be reduced, increasing the risk of a crash.

**Remedy:**

Tiffin will notify owners, and dealers will replace the wiper blade arms, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Tiffin customer service at 1-256-356-8661. Tiffin's number for this recall is TIFF-100.

**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](http://www.safercar.gov).

This recall was the subject of an investigation, PE16-004, conducted by the Office of Defects Investigation.

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.

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the wiper arms.

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