

# Part 573 Safety Recall Report

# 16V-397

**Manufacturer Name :** Tiffin Motorhomes, Inc.**Submission Date :** MAY 24, 2016**NHTSA Recall No. :** 16V-397**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Tiffin Motorhomes, Inc.

Number of potentially involved : 539

Address : 105 2nd Street NW

Estimated percentage with defect : 1 %

PO Box 596 Red Bay AL 35582

Company phone : 999

**Vehicle Information :**

Vehicle 1 : 2014-2016 ALLEGRO PHAETON

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : All floor plans of Phaetons built on Power Glide chassis.

Production Dates : OCT 01, 2014 - AUG 01, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2015-2016 Allegro Bus

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : All Bus floor plans built on Power Glide chassis.

Production Dates : OCT 01, 2014 - AUG 01, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : The steering box type 8018 (Bosch's #) as a subcomponent delivered from Bosch is mounted into a subframe including the front axle (Independent Front Steering Axle). This subcomponent has its own part no. allocated by Bosch. A wrong spacer from the steering box type 8016 (Bosch's #) was installed into the version 8018 (Bosch's #) and insufficient height can result in too much play. The consequence will be that within an undefined period, the connection will wear out.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** The defect could lead to a loss of mechanical connection between the steering wheel and the front axle wheels. This could lead to a loss of control of the vehicle.

**Description of the Cause :** An incorrect box containing 10 wrong spacers used at the assembly line at Bosch.

**Identification of Any Warning that can Occur :** No warning to the driver.

## Supplier Identification :

### Component Manufacturer

**Name :** Robert Bosch Automotive Steering, LLC

**Address :** 7639 Turfway Road  
Florence KENTUCKY 41042

**Country :** United States

## Chronology :

Tiffin was notified by ZF North America, Inc. for the first time on 4-28-16 stating there was a problem. The following is the chronology from ZF: 3-18-2016: failed steering box claimed from FCCC by warranty; confirmed further investigation at Bosch. 4-14-16: Warranty accepted by Bosch based on the investigation. 4-14-16: Warranty accepted by Bosch based on the investigation. 4-27-16: Quality notification of Bosch to ZF. 5-2-16: ZF determined that a safety defect exists. The recall will be conducted by the affected motor home manufacturers. The following is the chronology from Tiffin: 4-28-16 was the first notification from ZF. Tiffin started working on list involved. There were 3 updates from ZF, causing list modifications, starting 4-29-16 and ending 5-19-16. All the while Tiffin is investigating to make list of all units possibly involved. 5-13-16 Tiffin Motorhomes emailed NHTSA to let them know we were still investigating trying to get the list of VINs. 5-19-16 ZF gave Tiffin the final update and we have worked up the VINs that are possibly involved and need to be notified.

## Description of Remedy :

**Description of Remedy Program :** ZF is looking for 9 defective steering boxes. However, Tiffiin may have all 9, or non at all. We have 539 units that we are putting in the recall. Of the 539, we have 54 that are automatically going to have the steering box replaced due to ZF could track steering axles with steering boxes and we can match them to VINs. However, ZF was unable to trace 38 steering boxes, so we have to have the balance of 485 units' steering boxes inspected to see if it has a serial number that matches a master list provided by ZF that could possibly be bad.

How Remedy Component Differs from Recalled Component :	The correct spacer is a different size that the incorrect one.
Identify How/When Recall Condition was Corrected in Production :	ZF assures Tiffin that Bosch took corrective actions after the problem was identified from the first field incident by scrapping the incorrect parts/kits.

Recall Schedule :

Description of Recall Schedule :	Tiffin will be notifying the customers or dealers that show to be the current owners, or dealers that still have the units as stock, via letter.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

\* NR - Not Reported