



**Tiffin Motorhomes, Inc.  
105 2<sup>nd</sup> Street NW  
Red Bay, AL 35582  
256-356-8661**

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle, identified by the VIN below**

### **NHTSA RECALL # 16V-397**

June 3, 2016

#### **ZF/Bosch Steering Gear Recall**

Dear Tiffin Motorhome Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Tiffin Motorhomes has decided that a defect, which relates to motor vehicle safety, could exist on the following models of motorhomes: **2015-2016 Allegro Buses, and 2014-2016 Phaetons. The specific units affected were built on Tiffin Motorhome's PowerGlide Chassis.** Tiffin Motorhomes was notified by ZF North America of the possibility that some steering gear boxes mounted on the front axle were built using the wrong spacer. If the wrong spacer was installed in a steering gear box, the insufficient height can result in too much play. This could lead to the connection wearing out, which could lead to a loss of connection between the steering wheel and front axle wheels. A loss of connection while driving may cause a sudden loss of steering control, increasing the risk of a vehicle crash.

**Your motorhome, identified by the VIN listed above, has been identified as a motorhome that needs to be inspected.** While some motorhomes have been identified by their VIN as having an axle containing a steering gear box that needs to be replaced, a number of motorhomes will have to be inspected to determine the serial number of the steering gear box. We will then be able to compare that number to a list of serial numbers belonging to steering gear boxes that should be replaced.

**Tiffin Motorhomes urges that you DO NOT DRIVE YOUR VEHICLE until an inspection of the steering gear can be arranged.** Your motorhome should only be driven cautiously to the dealer or service center where the inspection has been arranged.

**Advance arrangements are needed. Please contact Tiffin Motorhomes for these arrangements to be made.** The inspection will take approximately half an hour to over 2 hours, depending on the work needed and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the recall within a reasonable time after receiving notification.

Please contact one of the following representatives who will make the arrangements to have the motorhome inspected.

Nathan Davidson: (256) 356-8661 ext. 2173

Ricky Brown: (256) 356-8661 ext. 2122

Heath Thorne: (256) 356-8661 ext. 3385

**If you do not own the vehicle that corresponds to the identification number which appears on this Recall Notification,** please return the notification to the Tiffin Warranty Department with any information you can furnish that will assist us in locating the present owner. You may also call us at 256-356-8661 ext. 2176 or email [jeannie.madden@tiffinmotorhomes.com](mailto:jeannie.madden@tiffinmotorhomes.com).

If you are unable to have the defect remedied without charge and within a reasonable time after you tender the vehicle for repair, please contact the Tiffin Warranty Department, at 1-256-356-8661, 8:00 a.m. to 3:30 p.m., Central Time. You may also wish to notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington DC 20590, or phone 1-888-327-4236 (TTY: 1-800-424-9153): or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience this action may cause, but feel certain you understand our interest in motor vehicle safety.

Tiffin Warranty Department  
Enclosures



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**Your motorhome, identified by the VIN listed above has been identified as containing a steering gear box that needs to be replaced.**

**Tiffin Motorhomes urges that you DO NOT DRIVE YOUR VEHICLE until a replacement of the steering gear has been arranged. Your motorhome should only be driven cautiously to the dealer or service center where the repair has been arranged.**

**Advance arrangements are needed. Please contact Tiffin Motorhomes for these arrangements to be made. The recall will take just over 2 hours and will be performed at no charge to you.**

You may be liable for any progressive damage that results from your failure to complete the recall within a reasonable time after receiving notification.

Please contact one of the following representatives who will make the arrangements to have the motorhome's steering box replaced.

Nathan Davidson: (256) 356-8661 ext. 2173

Ricky Brown: (256) 356-8661 ext. 2122

Heath Thorne: (256) 356-8661 ext. 3385

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