



**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-532  
Transport Canada # 2016-389  
Tiffin Recall # TIF-100**

August 16, 2016

### **Breaking of Windshield Wiper Arms**

Dear Tiffin Motorhome Owner,

**For US Customers:** This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. **For Canadian Customers:** This notice is sent to you in accordance with the requirements of the Canadian 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: **2007-2011 Allegro Open Roads & REDs, 2007-2010 Allegro Bays, 2010-2011 Allegro Breezes, 2007-2011 Allegro Buses, 2007-2011 Phaetons and 2007-2011 Zephyrs.** These motorhomes are equipped with windshield wiper arms that could break causing the wiper arms and blades to fall off. If the wiper arms were to break, this would reduce the driver's visibility in rainy conditions and could increase the possibility of a crash. Tiffin Motorhomes will be supplying owners with a new set of wiper arms to replace the defective ones.

To order the replacement arms, please first make a note of which design of wiper blades are installed on your motorhome:



**Standard Wiper Blade  
Manufactured 2007-2009  
Part # 5058568**



**Contour Wiper Blade  
Manufactured 2009-2011  
Part# 5058567**

Please contact our parts department by phone at 256-356-0261, or by email at [parts@tiffinmotorhomes.com](mailto:parts@tiffinmotorhomes.com). Please have the VIN of your motorhome, the type of wiper arms you will be replacing and a valid shipping address for the parts. Please note that the replacement wiper arms can only be ordered from this phone number or email address. The instructions for the replacing the wiper arms will be shipped out with the parts.

Tiffin Motorhomes is aware that some customers will prefer to complete the wiper arm replacement themselves. This is fine provided you have the proper tools to install the wipers arms to the correct torque specified in the instructions. Otherwise, please take your motorhome to a service center **OR** dealer of your choice to have the arms replaced. This work will be done at no charge to you. Please allow up to 15 minutes to have this replacement completed.

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

**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. **For US Customers:** 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>. **For Canadian Customers:** If after contacting your dealer and/or manufacturer customer service you have additional questions with regards to this recall, you may contact Transport Canada-Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1, or call 1-800-333-0510.

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