

# Part 573 Safety Recall Report

# 20V-534

**Manufacturer Name :** Tiffin Motorhomes, Inc.**Submission Date :** SEP 02, 2020**NHTSA Recall No. :** 20V-534**Manufacturer Recall No. :** NR**Manufacturer Information :**

**Manufacturer Name :** Tiffin Motorhomes, Inc.  
**Address :** 105 2nd Street NW  
 PO Box 596 Red Bay AL 35582  
**Company phone :** 999

**Population :**

**Number of potentially involved :** 8  
**Estimated percentage with defect :** 1 %

**Vehicle Information :****Vehicle 1 :** 2020-2020 Tiffin Phaeton**Vehicle Type :****Body Style :****Power Train :** NR**Descriptive Information :** Same as listed for the Bus.**Production Dates :** MAR 03, 2020 - MAR 04, 2020**VIN Range 1 : Begin :** NR **End :** NR  Not sequential**Vehicle 2 :** 2020-2020 Tiffin Bus**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :****Power Train :** NR

**Descriptive Information :** Steering pinch bolts installed but not torqued to specification. Eight units were produced without steering bolts being put on during production because we had none in inventory. We let the units continue in production with intentions of catching them at the end of production. They were caught and bolts installed. However, of the 8 units, one unit did not get torqued correctly when bolts were installed.

**Production Dates :** MAR 03, 2020 - MAR 04, 2020**VIN Range 1 : Begin :** NR **End :** NR  Not sequential**Description of Defect :**

**Description of the Defect :** Eight units went through production without steering bolts being installed due to inventory shortage. At the end of the line the bolts were installed and torqued to specification. Tiffin missed torquing one bolt on one unit.

**FMVSS 1 :** NR**FMVSS 2 :** NR

Description of the Safety Risk : If bolts are not torqued to specification it can cause loss of steering. This could lead to vehicle crash due to no control.

Description of the Cause : Steering bolt not torqued to specification.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On 8/27/2020 VIN 5VBBAK7A0LA120936 notified Tiffin. Customer stated a loss of steering control on their coach. Tiffin had the coach towed to our facility that day to be inspected. On 8-28-20 Tiffin declared that one of the steering pinch bolts that was installed had not been torqued to specification. At that point, due to the seriousness of the problem, Tiffin called all eight of the units that had went through production without the steering bolts installed until end of production line. That was to make sure the other 7 had been torqued correctly after installation of the steering bolts. A visual inspection is all that is required. Photos were sent in on some, some were inspected by dealers, some by the customers themselves under our guidance.

## Description of Remedy :

Description of Remedy Program : The remedy is to torque the steering bolts to specification. The inspection is based on criteria that can be visually inspected. The threads extended through the nuts of the bolts should have 3 to 6 threads visible if torqued correctly. There will be a colored drop of torque seal visible if torqued correctly. I do have pictures if this needs a better visual explanation.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : It is only applicable to 8 units that were involved in the steering pinch bolts shortage, that caused the bolts to have to be put in later.

## Recall Schedule :

Description of Recall Schedule : Due to the seriousness of the potential problem, Tiffin called the other 7 units involved.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported