

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN:

NHTSA Recall # 21V-355

Tiffin Vanleigh Recall # VL-103

March 28, 2023

On Demand Water Heater Installation, 2019, 2020, 2021 & 2022 Vilano & Beacon 5th wheel RV's

This is a reminder that your Vanleigh RV has an open safety recall. If this recall does not apply or has already been completed, please email recalls@tiffinmotorhomes.com.

Dear Vanleigh RV Owner,

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

Vanleigh RV has decided that a defect, which relates to motor vehicle safety, exists on the following models of 5th wheel recreation vehicles **2019, 2020, 2021 and 2022 Vilano 5th wheel RVs and 2019, 2020 and 2021 Beacon 5th wheel RVs built between May 4, 2018 and April 27, 2021.**

Vanleigh RV has found that on some units the on-demand water heater was incorrectly installed. If the water heater is not installed correctly, an air gap may exist between the housing and the interior of the coach that could allow gas to escape into the coach. The presence of gas in the coach would increase the risk of a fire.

Vanleigh RV will have the installation on the on-demand water heaters inspected and repaired if necessary. Please take your 5th wheel recreational vehicle to a reputable service center **OR** dealer of **your** choice to have this repair made. A list of Tiffin Motorhomes authorized dealers is available online at <https://tiffinmotorhomes.com/service-center-locations>. Please allow up to 10 minutes to have this inspection completed. If the water heater installation needs to be corrected, please allow additional time, up to 1 hour, for the repair. This work will be completed at no charge to you, the owner.

If you are using a service center that is not a Tiffin Motorhomes authorized repair facility, please make sure that they contact Tiffin Motorhomes for the required parts, instructions and time allowed for the repair. Tiffin Motorhomes will not pay over the allowed time unless the repair facility receives prior authorization. For authorization, contact Tiffin Motorhomes at 256-356-0261 or service@tiffinmotorhomes.com.

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 owners have paid to have this repair completed, please send a copy of the invoice, that was paid by the owner to Tiffin Motorhomes at the following address: Tiffin Motorhomes, Attn: Recalls, 105 2nd Street NW, Red Bay AL 35582 or by email to service@tiffinmotorhomes.com. Please make sure the invoice notes who paid for the repair, the VIN of the Vanleigh RV and the date the repair was completed.

If you do not own the vehicle that corresponds to the vehicle identification number which appears on this Recall Notification, please return the notification to the Tiffin Motorhomes Recall Department with any information you can furnish that will assist us in locating the present owner. You may also send an email to recalls@tiffinmotorhomes.com.

If you believe this repair has been completed or does not apply to your Vanleigh RV, please contact Tiffin Motorhomes at recalls@tiffinmotorhomes.com or by phone, 256-356-8661 ext. 2176, so that the recall status can be updated. You may also contact us to find out the status of other recalls that may be open on your Vanleigh RV.

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 Motorhomes Recall Department