

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN:

**NHTSA Recall # 21V-514**

**Tiffin Recall # WAY-100**

***Notification of Open Recall***

May 3, 2024

### **Wayfarer Valve Stem or Valve Stem Extenders may be damaged**

This is a reminder that your motorhome has an open safety recall. If this recall does not apply or has already been completed, please email [recalls@tiffinmotorhomes.com](mailto:recalls@tiffinmotorhomes.com).

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, exists in certain models of Wayfarer motorhomes: **2017, 2018, 2019, 2020 and 2021 Wayfarers, all floorplans.**

These specific Wayfarer motorhomes are equipped with a decorative wheel liner that may come into contact with the valve stem or the valve stem extender used on the tires of the motorhome. Repeated contact of a valve stem extender with a wheel liner may cause damage to the valve stem or the valve stem extender. If a valve stem or a valve stem extender is damaged, it can result in a loss of air pressure in the tire. A loss of air pressure in the tire may increase the risk of a crash.

Tiffin Motorhomes has found a substitute wheel liner that we have tested and deemed compatible with the Mercedes-Benz wheels. Until the remedy wheel liners are installed, the *original wheel liners should be permanently removed from the motorhome and disposed of.*

Please arrange to take your motorhome to a **reputable service center OR dealer of your choice** to have the correction completed. A list of Tiffin Motorhomes authorized dealers is available online at <https://tiffinmotorhomes.com/service-center-locations>. The recall repair will take approximately 1 hour and 30 minutes. 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](mailto: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 2<sup>nd</sup> Street NW, Red Bay AL 35582 or by email to [service@tiffinmotorhomes.com](mailto:service@tiffinmotorhomes.com). Please make sure the invoice lists who paid for the repair, the VIN of the motorhome 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](mailto:recalls@tiffinmotorhomes.com).

**If you believe this repair has been completed or does not apply to your motorhome, please contact Tiffin Motorhomes at [recalls@tiffinmotorhomes.com](mailto:recalls@tiffinmotorhomes.com) 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 motorhome.

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