

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN:

NHTSA Recall # 21V-753

Tiffin Recall # WAY-102

*Notification of Open Recall*

May 3, 2024

### Wayfarer Rear Center Water Pan Failure

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).

Dear Wayfarer 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, exists on the following models of Wayfarer motorhomes: **2018 24FW Wayfarers, 2019 24BW, 24FW, 24TW, 25QW & 25RW Wayfarers, 2020 24TW, 25QW & 25RW Wayfarers, 2021 25RW, 25SW & 25TW Wayfarers, and 2022 25RW, 25SW & 25TW Wayfarer Motorhomes.**

It has come to our attention that on these certain Wayfarer Motorhomes, the area of attachment for the rear center water pan, which holds the rear center water holding tank in place, needs to be reinforced. If the area of attachment is not reinforced, the rear center water pan may become loose from the frame of the motorhome which could cause the water holding tank to become loose or drop from the motorhome. If the rear center water holding pan and rear center water holding tank were to become loose or break away, this could cause an accident which could lead to an injury.

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>. Please allow ½ an hour to have this repair completed, however if damage is found to the water pan, the water pan will need to be replaced and this could take up to 2 hours. 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.**

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