

# Part 573 Safety Recall Report

# 23V-104

**Manufacturer Name :** Tiffin Motorhomes, Inc.

**Submission Date :** FEB 20, 2023

**NHTSA Recall No. :** 23V-104

**Manufacturer Recall No. :** TIF-128



## 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 :** 243

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2021-2022 Tiffin Cahaba

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** VAN

**Power Train :** DIESEL

**Descriptive Information :** This recall involves all Cahaba Class B motorhomes that were built on Mercedes Benz chassis'. Quantity of 243 built - model year 2021 = 25 & model year 2022 = 218

**Production Dates :** MAY 04, 2021 - APR 18, 2022

**VIN Range 1 : Begin :** W1W4EBVY6LP217274 **End :** W1W4EBVY6LP217274  Not sequential

## Description of Defect :

**Description of the Defect :** The rear Sumo Springs are the wrong size.  
The front Sumo Springs are installed in the wrong location.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the rear Sumo Springs were to become displaced in transit, this would increase the risk of accident.  
If the front Sumo Springs are installed incorrectly, it can cause damage to 4 x 4 front axle which could lead to an accident. On a 4 x 2 unit there is no axle to be damaged, but they are installed incorrectly.

**Description of the Cause :** For the rear Sumo Springs: According to Super Springs International, when they initially installed the rear Sumo Springs on a Cahaba, it was on a raw chassis, with the house portion not yet built. Once the motorhome was built, the added weight caused over-compression to the part resulting in buckling.  
For the front Sumo Springs: Review of installation manual from Super Springs International for the front Sumo Springs revealed that Winfield production was

installing the front Sumo Spring in the wrong location allowing displacement of the Sumo Spring.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : Sumo Spring  
Component Description : Front Sumo Spring  
Component Part Number : SSR-330

## Supplier Identification :

### Component Manufacturer

Name : Super Springs International  
Address : 505 Maple Avenue  
Carpnteria California 93013  
Country : United States

## Chronology :

9/11/22-Email from customer that a rear Sumo Spring was displaced. 10/10/22-Email forwarded to Tiffin Compliance for review. 10/11/22-Claim search for similar incidents revealed no other complaints. 10/20/22 Communication with SuperSprings International (SSI) regarding installation practices. 12/7/22-Email from 2nd customer regarding rear Sumo Spring displacement. 12/8/22-TMH stopped the production of Cahaba models in April 2022, so there were no Cahabas at our Winfield production facility to inspect. We began inspecting Cahabas on dealer's lots, however, the population was limited, as were the units coming to Winfield, AL for service. 12/22/22-1/2/23-Plant shutdown for the holidays. 1/3/23-Continued investigation to the rear Sumo Springs. 1/23/23-Email from Winfield Service Center to Compliance that front Sumo Springs were installed incorrectly. 1/24/23-Dealer investigation to now include inspection of front Sumo Springs on dealer's lots. Due to the limited availability of dealer stock Cahabas or Cahabas in for service in Winfield, investigation was sporadic. Further communication with SSI regarding the initial installation of a rear Sumo Spring to a production Cahaba. According to SSI, when they initially installed the rear Sumo Springs on a Cahaba, it was on a raw chassis, with the house portion not yet built. Once the motorhome was built, the added weight caused over-compression to the part resulting in buckling. SSI believes that the current part SSR-330 is too tall for the overall weight of the vehicle and suggests replacing all SSR-330 with part number SSR-329 which is a shorter Sumo Spring that will allow more clearance & avoid buckling. Review of installation manual from SSI for the front Sumo Springs revealed that Winfield production was installing the front Sumo Spring in the wrong

location allowing displacement of the Sumo Spring. 2/9/23-Final investigation of front & rear Sumo Springs. 2/15/23-Tiffin Safety Committee voted to recall.

## Description of Remedy :

**Description of Remedy Program :** Tiffin will inspect and replace the rear Sumo Springs with the correct size spring. Tiffin will inspect the front Sumo Spring to ensure it is in the correct location and if not move it to the correct location and inspect for any damage. This will be done at no charge to the customer. If customers have paid for any repairs related to this recall, they can submit the invoice to Tiffin for reimbursement.

**How Remedy Component Differs from Recalled Component :** The remedy component for the rear Sumo Spring will be a different size and the remedy component for the front Sumo Spring will be installed in the correct location.

**Identify How/When Recall Condition was Corrected in Production :** These Cahaba models were no longer being produced when Tiffin was advised of the concern.

## Recall Schedule :

**Description of Recall Schedule :** Tiffin will send a letter to customers and dealers that are in possession of Cahaba models explaining the concern and asking them to take the motorhome to the dealer for proper inspection and/or repair at no cost to them.

**Planned Dealer Notification Date :** APR 21, 2023 - APR 21, 2023

**Planned Owner Notification Date :** APR 21, 2023 - APR 21, 2023

\* NR - Not Reported