

## IMPORTANT SAFETY RECALL

**NHTSA Recall # 23V-104**

**Tiffin Recall # TIF-128**

April 21, 2023

### **Cahaba Suspension Springs**

Dear Tiffin Motorhome Dealer,

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 motorhomes: **2021 and 2022 Cahaba 19SC Motorhomes, built between May 2021 and April 2022 and that are equipped with upgraded suspension springs.**

Tiffin Motorhomes has become aware of the possibility that on these motorhomes, the upgraded front suspension springs installed by Tiffin Motorhomes are incorrectly installed and that the upgraded rear suspension springs are incorrectly sized.

On 4WD units, improperly installed front suspension springs may cause damage to the front 4WD axles, which could lead to an increased risk of a crash.

On 2WD units equipped with upgraded front suspension springs, the suspension will not function as designed.

On both 2WD and 4WD units, if the upgraded rear suspension spring is the incorrect size, this may cause the spring to be over compressed and to detach from the motorhome which could lead to an increased risk of a crash.

Tiffin Motorhomes is aware that not all Cahabas built on a 2WD chassis will have upgraded suspension springs installed. All 2WD Cahabas will need to be inspected to determine which suspension springs are installed. If a dealership inspects a motorhome that has the stock suspension system installed, please file a warranty claim for inspection as directed on the work instructions so the recall can be cleared from the motorhome. No work is needed on the 2WD chassis equipped with the stock Mercedes Benz suspension springs.

Owners will be notified by mail about the recall and will be instructed to take their motorhome to a reputable service center **OR** dealer of **their** choice to have this inspection and replacement, if needed, completed. Tiffin Motorhomes is allowing up to one hour for the replacement of the springs. If a unit involved in the recall has damage to the front 4WD axles, please contact Tiffin Motorhomes for further instructions and authorization.

To verify a motorhome's involvement in this recall, please visit our website, [TiffinMotorhomes.com](http://TiffinMotorhomes.com). Choose the "Dealer Login" page and click on "Vehicle Recall Lookup" and enter the complete 17-digit VIN number. No login or password is needed. To view work instructions, please click on "Flat Rate Manual" and choose "RECALLS" for Model and "RECALLS" for the Section, scroll down to the NHTSA recall number for the recall you are looking for and choose "Show Files" and then download the work instructions.

Please be reminded that it is a violation of Federal law for you to sell or lease any new Tiffin Motorhome covered by this notification until this recall has been performed on the motorhome. Substantial civil penalties apply to violations of this law.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

Tiffin Motorhomes Recall Department