

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN:

**NHTSA Recall # 23V-643**

**Transport Canada Recall # 2023-522**

**Tiffin Recall # TIF-133**

October 20, 2023

### 240V Induction Cooktop Grounding

Dear Tiffin Motorhome 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 in certain **2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023 and 2024 Allegro Bus motorhomes and 2017, 2018, 2019, 2020, 2021, 2022, 2023 and 2024 Zephyr motorhomes built between April 27, 2015, and August 2, 2023**, that are equipped with an optional 240V induction cooktop.

On certain motorhomes equipped with an optional 240V induction cooktop, there is no ground installed in the metal junction box used to connect the cooktop to the motorhome. If the wires inside the junction box were too short circuit, there is a risk of an electrical shock, which could increase the risk of injury.

Tiffin Motorhomes will have a wire installed to ground the metal junction box.

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>. Most motorhomes will need 1 hour to repair, but some motorhomes may take up to 2 hours depending on the location of the junction box. This work will be completed at no charge to you, the owner.

The junction box is normally located under the galley sink (except for the 35CP floorplan) so please have that area clear of personal belongings when you take it in for repair. There is no time allowance for removing personal items to complete the repair.

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 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