

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN:

NHTSA Recall # 23V-406

Transport Canada Recall # 2023-331

Tiffin Recall # TIF-131

Notification of Open Recall

May 23, 2024

PowerGlide A/C Compressor Failure Causes Loss of Drive Power

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.

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 **2022 and 2023 Allegro Bus, Phaeton and Zephyr Motorhomes that were built between May 2022, and May 2023.**

On certain motorhomes equipped with an IFM brand of chassis controller, in the event of an A/C compressor failure, the current draw spike from the compressor will blow the fuse protecting the circuit. This circuit also supplies power to the chassis ignition switch. In the event of an A/C compressor failure there would be a sudden loss of power to the chassis. If the chassis were to lose power, this would increase the risk of a crash.

Tiffin Motorhomes will have the brand of controller verified and, if an IFM brand of chassis controller is installed, a harness equipped with an inline fuse will be installed to protect the power to the ignition switch in the event of an A/C compressor failure.

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 5 minutes of time to verify the controller that is installed and up to 25 minutes of additional time if needed to complete this repair. 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 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.

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 2nd Street NW, Red Bay AL 35582 or by email to 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.

If you believe this repair has been completed or does not apply to your motorhome, please contact Tiffin Motorhomes at 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