

# Part 573 Safety Recall Report

# 24V-049

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

**Submission Date :** JAN 29, 2024

**NHTSA Recall No. :** 24V-049

**Manufacturer Recall No. :** TIF-136



## 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 :** 67

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2023-2024 Tiffin Convoy

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** VAN

**Power Train :** DIESEL

**Descriptive Information :** The recall population includes all units produced until new steel solar panel bracket started being used in production.  
This recall involves 5 - 2023 Convoy motorhomes & 7 - 2024 Convoy motorhomes for a total of 12.

**Production Dates :** MAR 23, 2023 - AUG 28, 2023

**VIN Range 1 :** Begin : W1W4EBVYXMT068196 End : W1W4EBVY0MT078624  Not sequential

**Vehicle 2 :** 2023-2024 Tiffin GH1

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** VAN

**Power Train :** DIESEL

**Descriptive Information :** The recall population includes all motorhomes produced until new steel solar panel bracket started being used in production. The recall involves 54 - 2023 Tiffin GH-1 & 1 - 2024 Tiffin GH-1 for a total number of 55.

**Production Dates :** SEP 15, 2023 - DEC 06, 2023

**VIN Range 1 :** Begin : W1W4EBVY4NT097291 End : W1W4EBVY8NT105697  Not sequential

## Description of Defect :

**Description of the Defect :** The bracket used to secure the solar panel to the roof of the motorhome is cracking or breaking.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the bracket breaks, the solar panel can become detached from the motorhome and increases the risk of crash.

**Description of the Cause :** The bracket that is being recalled is made of aluminum and has the potential to break if over tightened. Production was using an impact driver to attach the bracket to the roof and solar panel.

**Identification of Any Warning that can Occur :** None.

## Involved Components :

**Component Name 1 :** Solar panel bracket

**Component Description :** Aluminun Bracket

**Component Part Number :** 5147782

## Supplier Identification :

### Component Manufacturer

**Name :** Tiffin Motor Homes, Inc.

**Address :** 105 2nd Street NW  
Red Bay Alabama 35582

**Country :** United States

## Chronology :

12/4/2023 – Tiffin was notified of a situation with the securement of the solar panels due to a failure in the field.

12/5/2023 – Engineering created an ECN to change the in-house bracket from aluminum to 14 ga stainless. Torque values were also established for the bracket attachment bolts.

12/5/2023 – Operations removed all aluminum brackets from the production facility and the Tiffin laser shop began manufacturing the stainless steel brackets.

1/18/2024 – The Compliance Department was made aware of the field failure that occurred back on 12/4/23.

1/19/2024 – The Compliance department opened a review of the issue of the field failure.

1/22/2024 – The Compliance department confirmed the ECN on the bracket change was implemented. The new stainless steel bracket was in production and the Tiffin shipping lot was checked to confirm all available units were updated with the new bracket.

1/23/2024 - The Compliance department was informed that the incident from 12/4/23 regarding the solar panel bracket failure resulted in a detachment of the solar panel from the vehicle.

1/24/2024 – The Compliance department recommended to the Safety Committee that due to the one incident of detachment, Tiffin should conduct a safety recall for the bracket. The Safety Committee voted to conduct a

safety recall.

## Description of Remedy :

**Description of Remedy Program :** All motorhomes involved in this recall will have the solar panel brackets replaced with new brackets made of stainless steel (part # 5156722). This replacement will be at no charge to the owner of the motorhome. There is no plan for reimbursement because damages would have been covered under Tiffin Motorhomes warranty.

**How Remedy Component Differs from Recalled Component :** The brackets are different. The recalled bracket is made of aluminum (part # 5147782) and the new bracket is made of stainless steel (part # 5156722).

**Identify How/When Recall Condition was Corrected in Production :** Tiffin Motorhomes production line discarded all aluminum brackets when the problem was found and started using new stainless steel brackets. Production is now torqueing with hand tool as opposed to impact driver to avoid over-torquing.

## Recall Schedule :

**Description of Recall Schedule :** Tiffin Motorhomes will mail a letter explaining the issue to all dealers and owners of units involved in the recall. Notifications will be mailed no later than March 22, 2024.

**Planned Dealer Notification Date :** MAR 22, 2024 - MAR 22, 2024

**Planned Owner Notification Date :** MAR 22, 2024 - MAR 22, 2024

\* NR - Not Reported