

Part 573 Safety Recall Report

24V-260

Manufacturer Name : Tiffin Motorhomes, Inc.**Submission Date :** MAY 09, 2024**NHTSA Recall No. :** 24V-260**Manufacturer Recall No. :** TIF-138**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 : 169

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 TIFFIN Allegro Open Road

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population involves motorhomes built with the optional gas oven instead of the standard cooktop with convection oven microwave that were built between April 1, 2022, and March 01, 2024.

Production Dates : APR 01, 2022 - MAR 01, 2024

VIN Range 1 : Begin : 1F66F5DN5M0A15632 End : 1F66F5DN1P0A03532

☒ Not sequential

VIN Range 2 : Begin : 1F66F5DN5M0A15632 End : 1F66F5DN1P0A03532

☒ Not sequential

Vehicle 2 : 2022-2024 TIFFIN Allegro RED 360

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population involves motorhomes built with the optional gas oven instead of the standard cooktop with convection oven microwave that were built between April 1, 2022, and March 01, 2024.

Production Dates : APR 01, 2022 - MAR 01, 2024

VIN Range 1 : Begin : 4UZACGFC9NCUC9723 End : 4UZACGFEXPCUM5972

☒ Not sequential

VIN Range 2 : Begin : 4UZACGFC9NCUC9723 End : 4UZACGFEXPCUM5972

☒ Not sequential

Vehicle 3 : 2024-2024 TIFFIN BYWAY
Vehicle Type :
Body Style :
Power Train : NR

Descriptive Information : The recall population involves motorhomes built with the optional gas oven instead of the standard cooktop with convection oven microwave that were built between August 15, 2023, and March 01, 2024.

Production Dates : AUG 15, 2023 - MAR 01, 2024

VIN Range 1 : Begin : 4UZACJFC9RCVE0436 End : 4UZACJFC4RCVL3673 ☐ Not sequential
VIN Range 2 : Begin : 4UZACJFC9RCVE0436 End : 4UZACJFC4RCVL3673 ☐ Not sequential

Description of Defect :

Description of the Defect : On certain motorhomes built between March 2, 2021, and March 19, 2024, which were built with the option for a gas oven and were built with a Suburban brand of gas oven, the Suburban oven LED backlight printed circuit boards (PCB) are not fully coated. The lack of conformal coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate which could result in a short circuit resulting in the failure of the PCB.
Suburban’s recall number is 24E-028.

FMVSS 1 : NR
FMVSS 2 : NR

Description of the Safety Risk : If the PCB fails, it can become overheated, and the polyethylene cover of the lights can melt and possibly ignite causing a fire.

Description of the Cause : The lack of conformal coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate which could result in a short circuit resulting in the failure of the PCB.

Identification of Any Warning that can Occur : Owners may be alerted to a failure of the PCB if the LED backlights of the cooktop knobs remain on when the knobs are in the off position or if the LED backlights come on and stay illuminated at random.

Involved Components :

Component Name 1 : Suburban Oven model 3636
Component Description : OVEN WITH 3 BURNER TOP GAS 22
Component Part Number : SUBURBAN #3636 TIFFIN PART NUMBER #5116050

Supplier Identification :

Component Manufacturer

Name : Suburban
Address : 676 Broadway St
Dayton Tennessee 37321
Country : United States

Chronology :

April 4, 2024, Tiffin Motorhomes was notified by Airxcel on behalf of Suburban Manufacturing that an equipment recall had been issued for certain Suburban ovens equipped with backlit LED cooktop knobs. One model of oven involved in the recall, model # 3636, has been used by Tiffin Motorhomes in the Allegro Open Road, Allegro RED 360, Phaeton and Byway Motorhomes that were built with the option of a gas oven between March 2, 2021, and March 19, 2024. Tiffin tried to determine scope based on our production records. Suburban states they have shipped 201 ovens to Tiffin Motorhomes production and parts department. Based on Tiffin's production records, we have a discrepancy of approximately 100 units. Tiffin Motorhomes is waiting on further information from Suburban to narrow down the scope of the recall. An amended 573 with the total population involved will be filed as soon as we have the information from Suburban. 05/08/2024 After receiving purchase dates from Airxcel for the recalled ovens, the scope of units involved has narrowed to units built between April 1, 2022, and March 19, 2024. This has reduced the number of motorhomes involved in the recall to 188 units with 169 motorhomes in the United States and 19 motorhomes in Canada and the Phaeton model of motorhome is no longer included in the recall.

Description of Remedy :

Description of Remedy Program :	For the units involved in the recall, the LED backlights can be removed from the range or the circuit powering the LED backlights can be cut and properly terminated. This work will be completed at no charge to the customer. If owners have paid for repairs prior to the recall being issued, they can submit the invoice for the repair to Tiffin Motorhomes who will reimburse the customer.
How Remedy Component Differs from Recalled Component :	The oven that is recalled has backlit LED control knobs and an on/off toggle switch installed on the control panel of the oven. The remedy oven has no LED lights installed in the control knobs and the toggle switch has been replaced with a flat insert.
Identify How/When Recall Condition was Corrected in Production :	After receiving notice of the recall, Tiffin placed a shipping block on any unit that had been built with the option for a Suburban gas oven. After an audit was completed in the production warehouse to identify ovens involved in the recall, the blocked units had the recalled ovens replaced with ovens not involved in the recall. All ovens equipped with LED lights are being returned to Suburban for replacement.

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. Notification letters will be mailed no later than May 31, 2024.
Planned Dealer Notification Date :	MAY 31, 2024 - MAY 31, 2024
Planned Owner Notification Date :	MAY 31, 2024 - MAY 31, 2024

* NR - Not Reported