

IMPORTANT SAFETY RECALL

NHTSA Recall # 24V-260
Transport Canada Recall # 2024-216
Tiffin Recall # TIF-138

May 20, 2024

Suburban LPG Range LED Backlit Knob Overheating

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 in certain **2022, 2023 and 2024 Allegro Open Road motorhomes, 2022, 2023 and 2024 Allegro RED 360 motorhomes and 2024 Byway motorhomes built between April 1, 2022, until March 1, 2024**, and that are equipped with an optional LPG cooktop and oven combination.

On certain motorhomes equipped with the optional Suburban LPG cooktop and oven combination, the LED backlight control knobs contain printed circuit boards that are not fully coated. The lack of conformal coating can allow liquid from the cooktop surface to accumulate which could result in a short circuit which can cause the polyethylene cover of the light to melt and possibly ignite causing a fire.

Suburban will have the electrical connection to the LED backlights cut and terminated to eliminate the risk of fire.

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 the repair completed. Tiffin Motorhomes allows 15 minutes for the repair. This recall repair will be completed at no charge to the owner of the motorhome.

To verify a motorhome's involvement in this recall, please visit our website, 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.

The recall kit for the ovens must be ordered from Suburban. Tiffin Motorhomes will NOT be shipping Suburban recall kits. To order the recall kit please email orders@suburbanmfg.com.

If a motorhome is not equipped with an oven, or if the original oven was removed and replaced with a different brand of oven or a cooktop only, there is no recall work to be completed. Please file a claim with Tiffin Motorhomes to clear the recall.

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 Compliance Department