

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN:

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 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, 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.

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>. This repair should take 15 minutes to complete. 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 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.

Owners may be alerted to a problem 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.

If your 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. To have your motorhome removed from the recall because there is not a Suburban oven installed, please email recalls@tiffinmotorhomes.com along with the last 8 digits of your motorhome's VIN.

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 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