

## **Recall Repair Instructions**

**NHTSA Recall # 24V-337**

**Transport Canada Recall # 2024-279**

**Tiffin Motorhomes Recall # TIF-139**

**Models Involved:** 2024 – 2025 Byway Motorhomes, floor plans 38 BL and 38 CL **only**

**Purpose:** To provide instructions on how to replace the existing standard bedroom window with an egress window to provide a secondary means of emergency exit from the bedroom.

### **Tools Needed:**

Screw gun or drill  
Reciprocating saw  
# 2 Phillips bit or #2 square bit  
Fine point marker  
Ladder  
Putty knife  
Utility knife  
Drop cloth

### **Parts Needed:**

1 of 5162169, Window with screen  
1 of 5162170, black trim ring  
30 of 5006702, #8-15x1" pan head screw matte black  
9' Ribbed Window Rubber Gasket, #8466  
Marking Template  
Exterior Sealant, Eterna-seal or equivalent  
Fine tooth blade for saw  
Masking tape  
Alcohol wipes

## **FLAT RATE CODES AND TIMES**

***No additional authorization is required for work completed at the flat rate times stated on the work instructions.***

Please list "**RECALL139**" as the authorization on the claim for payment.

When filing the warranty claim for payment, please use the following flat rate code **9883RC01** for **2** HRS.

## **Repair Instructions**

1. Determine the window across from the foot of bed. See Figure 1.

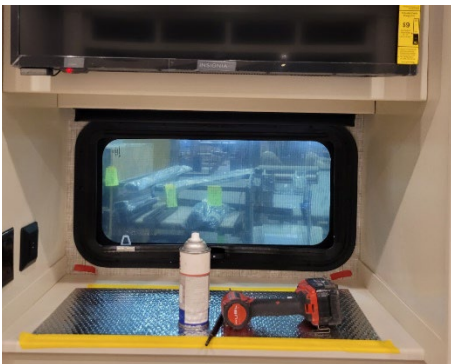


Figure 1

2. On the outside of the unit, use a utility knife to cut through the Eterna-seal between window frame and fiberglass.

3. Inside motorhome, remove the roller shades from above the window by using a long screwdriver to depress the shade clip mechanism. See figures 2a, 2b and 2c below.



Figure 2a



Figure 2b



Figure 2c

4. While someone is on the outside of the motorhome applying pressure to the window, remove the screws around the perimeter of the window frame (see figure 3). The window can now be removed from the opening. **NOTE:** To prevent excess debris inside motorhome, it is suggested that a drop cloth is taped across the hardwood fascia board just above the window and allow the bottom of the drop cloth to hang on the outside of the motorhome.



Figure 3

5. Using the putty knife, carefully scrape off any remaining sealant from around the outside of the window opening. See Figure 4

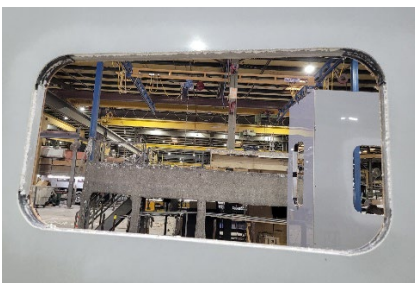


Figure 4

6. On the outside of the motorhome, use the provided marking template to mark the new rough opening. Be sure to center the template side to side over the window and to align to bottom center edge of template along the top of the rough opening in the sidewall. This will provide a mark 4" above the current rough opening. Apply tape over template to hold in place while you create the mark around the top. See figures 5a and 5b.



Figure 5a

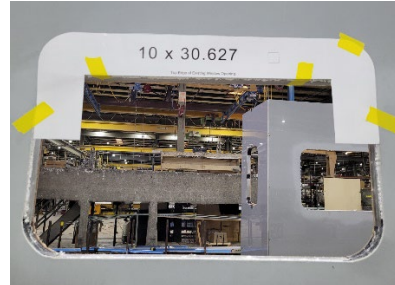


Figure 5b

**NOTE:** to help prevent damage, it is recommended to cover around the outside of your markings with masking tape, see figure 5c. This will help with any tool marks during the cutting process.

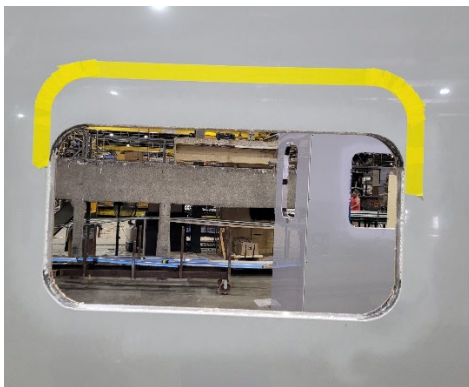


Figure 5c

7. Using the fine-tooth blade, use the reciprocating saw to cut around the new window marking. This should increase the height of the window by 4". **NOTE:** it is suggested to cut only through the fiberglass into the foam insulation. Remove the fiberglass and scrape away any of the EPS foam left in place. This will allow the interior wall board to be cut at the same time. This will ensure your blade stays perpendicular to the wall.
8. Once the cuts have been made, remove the drop cloth and use alcohol wipes to clean up the surface of the fiberglass.
9. Wipe the inside of window frame flange with alcohol wipe. Remove protectant film from the rubber gasket, start at the center of the bottom edge of window, apply window rubber around the perimeter in a continuous loop, cutting to length when you get back to starting point.

10. Place the new window into the opening from outside the motorhome and hold it in place while someone inside uses screws to attach the interior trim into the window frame. Figure 6



Figure 6

11. Reinstall the roller shade. Figure 7



Figure 7

12. Apply Eterna-bond or equivalent sealer around the outer perimeter of the window frame to the fiberglass.