



Tiffin Motorhomes, Inc.
105 2nd Street NW
Red Bay, AL 35582
256-356-8661

NHTSA Recall # 11V-416
(Formerly known as Service Bulletin-34)
Phaeton Exhaust Shield (Powerglide)

September 8, 2011

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, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2012 Phaeton Motorhomes with floor plans QBH, QKH, and QTH that are built with 2010 EPA-Certified engines on Powerglide chassis.

The exhaust pipe is mounted too close to the underside of the floor. Melting of the insulation can occur, possibly resulting in a fire.

You should contact the nearest Tiffin Service Dealer, or a reputable service center as soon as possible to have a modification performed on your vehicle. Tiffin will supply you with the parts and instructions free of charge. The modification involves attaching a heat shield to the bottom of the floor, and an insulating sock or blanket being wrapped around the exhaust pipe. We are allowing 2 hours for this modification.

If you do not own the vehicle that corresponds to the identification number which appears on the Recall Notification, please return the notification to the Tiffin Warranty Department with any information you can furnish that will assist us in locating the present owner.

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 256-356-8661, 8:00 a.m. to 3:30 p.m., Central Standard 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>. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario, or phone 800-333-0510.

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 Warranty Dept.

SB-34 IS NOW RC-11V-416



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SB-34 / RC-11V-416
Phaeton Exhaust Shield (POWERGLIDE)

VIN _____

Dealer or Service Center Name & Address _____

Invoice # _____ Date _____

_____ Pay to Dealer or Service Center

_____ Pay to Owner (Please include address if different from label above)

***Note to service center or Tiffin Dealer. Please use code 9934SB00 / 9817RC01 on warranty claim or invoice. We are allowing 2 hours for this job to be performed.**

Please return this form with invoice or warranty claim to Tiffin Motorhomes, Inc. at address above.