



TIFFIN

MOTORHOMES

105 2nd Street NW
Red Bay, Alabama 35582

SB-61

Water filter housing installation, 2018 - 2020 Allegro Buses & Phaetons

December 13, 2019

Dear Tiffin Owner,

It has come to our attention that on some 2018-2020 Allegro Bus and Phaeton motorhomes, there is the possibility the water filter housing is installed incorrectly. If a motorhome has the water filter housing installed incorrectly there is the possibility of excess air in the water lines.

First, please check the installation of your water filter housing to see if the installation is correct or not.

Correct position of water filter housing

This is the **correct** installation of the water filter housing. The red button is located on the **left** side of the installation bracket.



The water filter is located in the sewer compartment of your motorhome. Water filter housings not attached to the board in the sewer compartment (see picture page 1) are not involved in this service bulletin. Please contact our warranty department at 256-356-8661 extension 2176 or by email at jeannie.madden@tiffinmotorhomes.com with the last 8 digits of your VIN so we can clear the service bulletin from your motorhome.

If the water filter housing in your motorhome is attached to the board in the sewer compartment, please look at the filter housing to see on which side of the bracket the red button is located. The correct installation is for the red button on top of the housing to be located on the left side of the bracket at the top. If the installation is correct, no work is required. Please contact our warranty department at 256-356-8661 extension 2176 or by email at jeannie.madden@tiffinmotorhomes.com with the last 8 digits of your VIN so we can clear the service bulletin from your motorhome.

If the red button at the top of the housing by the bracket is located on the right, that installation is incorrect. Tiffin Motorhomes feels the owner can complete this repair. We have included the instructions needed to complete the repair. Please contact our warranty department at 256-356-8661 extension 2176 or by email at jeannie.madden@tiffinmotorhomes.com and we will ship out a new set of hose clamps as called for in the instructions.

You can also choose to take your motorhome to a reputable dealer *or* service center *of your choice* to have this work done. We are allowing 12 minutes or 0.20 hours for this repair to be completed.

Tiffin Motorhomes considers replacing the water filter to be part of the regular owner maintenance of the motorhome. Tiffin Motorhomes will not be replacing water filters under this service bulletin. This service bulletin concerns the housing of the water filter and not the water filter itself.

If you have any questions about this notice, please contact the Tiffin warranty department at 256-356-8661 extension 2176 or email jeannie.madden@tiffinmotorhomes.com

We regret any inconvenience this action may cause, but feel certain you understand our interest in the continued use and enjoyment of your motorhome.

Thank you,

Tiffin Motorhomes, Inc.
Enclosures

SB-61 Water Filter Housing

1. Remove silver crimp rings from water lines on both sides of the filter housing by cutting the tabs on the crimp rings.
2. Remove the four silver screws from the bracket on top of the water filter housing.
3. Remove the water lines from both sides of the filter housing.
4. Next turn the water filter housing 180 degrees also turn the gold fittings on the filter housing 180 degrees.
5. Once completed the red button on the top of the filter housing should be on the left side. Reattach the filter housing.
6. Take silver hose clamps and place one on each water line. Now you can insert water lines back into the gold fittings on the filter housing. Once lines are pushed completely on the fittings slide the silver hose clamps no more than 1/8 of an inch or about the thickness of a fingernail from the end of the water line, and tighten the screws on the clamp. Repeat these steps for the second water line.
7. Hold the filter housing up to the bracket and use the four silver screws that you removed to attach.





Figure 1 silver crimp rings/gold fittings

Note: If the red button on top of the filter housing is already on the left side, your filter housing is installed correctly.