

TECHNICAL SERVICE BULLETIN
SB-71 2022-2024 Allegro Bay Motorhomes, Securing Front Cap

June 26, 2024

Dear Tiffin Motorhome Dealer,

It has come to our attention that on certain 2022 – 2024 Allegro Bay Motorhomes, the front cap may loosen from the cab of the motorhome.

Tiffin Motorhomes will verify the attachment of the front cap to the chassis cab to and update the sealant to secure the front cab to the motorhome.

Owners will be notified by mail about the technical service bulletin and will be instructed to take their motorhome to a reputable service center *OR* dealer of their choice to have this repair completed. Tiffin Motorhomes is allowing up to 4 hours for the repair to be completed.

Please verify the motorhome is involved in this update **before** beginning the correction. To verify a motorhome's involvement in this technical service bulletin, 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 "Service Bulletins" for Model and "Service Bulletins" for the Section, scroll down to SB-72 and click "Show Files" and then download the work instructions.

This technical service bulletin will expire September 1, 2025. Please make sure that the repair is completed prior to this date. Work completed after this date will be done at the customer's expense.

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

Tiffin Motorhomes

**TECHNICAL SERVICE BULLETIN, VIN:
SB-71 2022-2024 Allegro Bay Motorhomes, Securing Front Cap**

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It has come to our attention that on certain 2022 – 2024 Allegro Bay Motorhomes, the front cap may loosen from the cab of the motorhome.

Tiffin Motorhomes will verify the attachment of the front cap to the chassis cab and update the sealant to secure the front cab to the motorhome.

Please take your motorhome to a service center of your choice to have the correction completed. This configuration should take 4 hours and will be completed at no charge to you. Due to the time needed for the sealant to set and cure, please be prepared to leave your motorhome overnight.

A list of Tiffin Motorhomes authorized dealers is available online at <https://tiffinmotorhomes.com/service-center-locations>. 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 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.

This technical service bulletin will expire September 1, 2025. Please make sure that the repair is completed prior to this date. Work completed after this date will be done at the customer's expense.

You may be liable for any progressive damage that results from your failure to complete this technical service bulletin within a reasonable time after receiving notification.

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

Tiffin Motorhomes

Technical Service Bulletin SB-71 Repair Instructions

Models Involved: 2022 – 2024 Allegro Bay motorhomes, all floorplans built between December of 2021 and July of 2023.

Purpose: Adding additional fasteners to secure the front cabover to the chassis and to change the sealant on the front cap to provide a better seal.

Tools Needed:

Electric Drill or Impact Driver
#2 Robertson bit/square bit
#2 Phillips Bit
Caulk gun
Painter's tape
Cleaning rags

Parts Needed:

2 tubes Sikaflex 255 FC, part # 5027085
7 .281 X 1.5 X .06 fender washers
7 #10x1" TEK screws
additional screws or washers may be needed

FLAT RATE CODES & TIMES ALLOWED FOR REPAIR. *When filing the warranty claim for payment, please use the following codes and times. 9971SB00, up to 4 hours.*

Authorization is **REQUIRED** for any claims totaling over 4 hours. **No authorization is required for work completed at the flat rate times stated on the work instructions.** Use "SB71" as the authorization on flat rate claims for payment. Parts may be ordered from Tiffin Motorhomes or shop supplies that are billed back along with labor may be used.

Repair Procedure:

1. Level the coach using the leveling jacks and then manually extend the front jacks to create separation between the cap and cab. Figure 1A & 1B.



Figure 1A



Figure 1B

2. Clean old sealant from between the cap and cab.

3. Apply tape to the outside of the cab where the bottom of the cap meets the top of the cab to prevent the Sikaflex from drying on paint. While applying the tape, ensure that the Sikaflex 255FC is between 59- and 77-degrees Fahrenheit. See Figures 2A & 2B.



Figure 2A



Figure 2B

4. Use caulk gun to apply Sikaflex 255FC to fill in gap between the cab and cap, Figure 3.



Figure 3

5. Retract jacks allowing cap and cab to bond. This needs to set for 24 hours to allow the Sikaflex to cure.
6. Smooth out Sikaflex 255FC to make a clean seam between the cab and cap.
7. Remove tape and clean any Sikaflex that may have leaked around tape. Figures 4A & 4B.



Figure 4A



Figure 4B

8. Disassemble the front bunk area until the cab frame is exposed, Figure 5.



Figure 5

9. Inspect all holes in cab frame for screws being installed, Figure 6. Holes with no contact between the top of the cab and the frame do not need to have screws. If any holes in contact with the top of the cab are missing screws, install #10x1" TEK screws as needed.

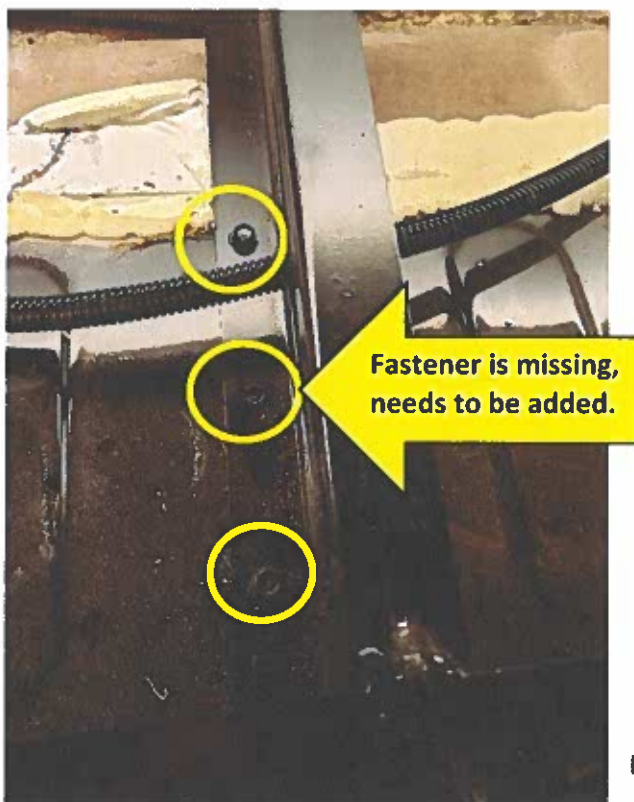
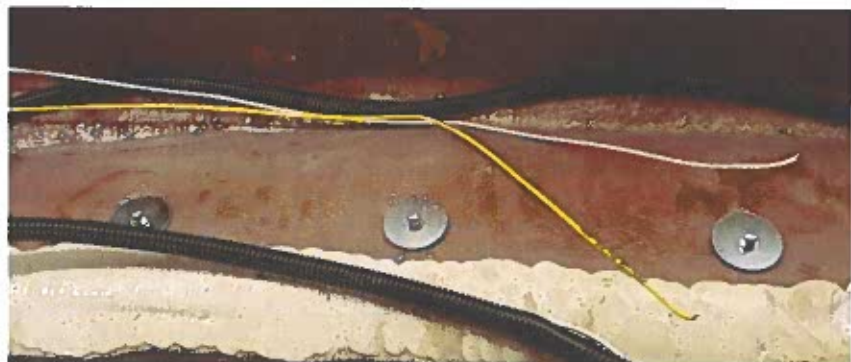
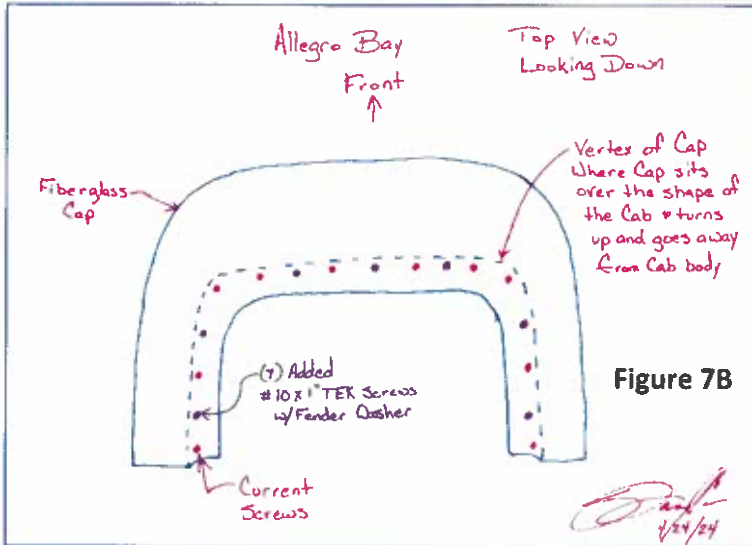


Figure 6

10. Add additional fasteners around the vertex (figure 7A) of where the front cap sits over the cab. Add #10x1" TEK screws and .281 x 1.5 x .06 fender washers around both vertical and horizontal edges of cap. These need to be approximately 1 1/2" from each end of the bracket. There needs to be one in the middle on the horizontal end of the cab. See Figure 7B for the placement of the TEK screws and washers. See Figures 7C & 7D for installed fasteners.



11. Reinstall all removed items from the front cab area.