

Technical Service Bulletin SB-72 Repair Instructions

Models Involved: 2023 – 2024 Convoy motorhomes and 2023 Tiffin GH1 motorhomes built between March 21, 2023, and April 8, 2024.

Purpose: To provide instructions on how to drain the Aqua-Hot Hydronic Heating System of the improper coolant, flush and fill system with the proper coolant.

FLAT RATE CODE & TIME ALLOWED FOR REPAIR. *When filing the warranty claim for payment, please use 9972SB00 for 1.50 hours. No authorization is required for work completed at the flat rate times stated on the work instructions.* Use "SB72" as the authorization on claim for payment.

Tools Needed:

Impact Driver
5/16" nut driver
7mm nut driver
Flat head screwdriver
2, 5-gallon containers
Fluid funnel

Parts Needed:

water
3 gallons Ethylene Glycol coolant/antifreeze

Repair Procedure:

1. Locate the Aqua-Hot Under Chassis Circulation Pump Assembly underneath the Van. The Pump is approximately in the center of the Van, in line with the rectangle pictured below in figure 1.



Figure 1

2. Remove the self tapping screw that holds the Aqua-Hot tube to the chassis with a 5/16" nutdriver. This will allow the pump and tubing to fall downward so the fluid can drain. See figure 2.

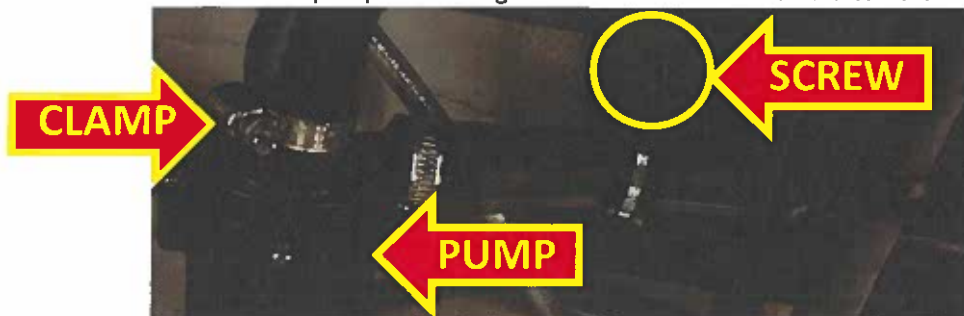


Figure 2

3. Drain the coolant. Loosen the clamp (see figure 2) that holds the tubing to the circulation pump using either a flat head screwdriver or an impact with a 7mm nutdriver. Remove the tubing from the pump. **NOTE:** When the tube is removed, the antifreeze/coolant will begin draining from the Aqua-Hot reservoir. It is important to have the first 5 gallon container in place.
4. Once the anti-freeze/coolant is drained, reconnect the tubing and tighten the clamp so that the system can be flushed with water to clean the system of the incorrect coolant. Ensure that all connections have been made and all clamps are tight.
5. Locate the jump seat assembly located behind the driver's seat. Pull the handle (figure 3a) on the end of the jump seat assembly up and out to separate the seat and reveal the Aqua-Hot access panel (figure 3b).



Figure 3a



Figure 3b

6. Remove the Aqua-Hot access panel by pulling up (it is attached with Velcro). Push down on radiator cap (figure 4a) and turn counterclockwise to remove the radiator cap from the top of the tank (figure 4b).



Figure 4a



Figure 4b

7. At the LCD screen tap the three lines icon -> Diagnostics -> Test -> Next (figure 5a). Tap the 3-Way Valve button until it says "Int heat" (figure 5b). Listen for the valve to stop moving. There is a window on the top of the valve showing a red line. This indicates the position of the valve and can be used to visually check when the valve has stopped moving. Tap "Back" and tap the pump button to on (figure 5c). You should hear the pump turn on. The icon may say "UNDER CRT". This will stop once water or coolant is poured into the tank.

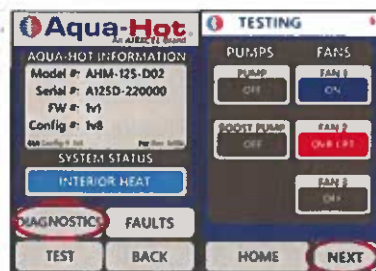


Figure 5a

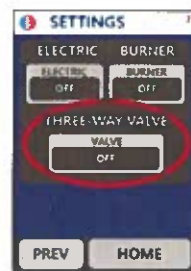


Figure 5b

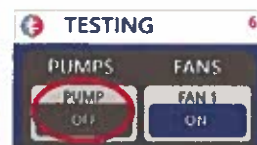


Figure 5c

8. Insert the funnel in the fill opening (figure 4b) and add approximately 3 gallons of water to flush the system. Stop adding when the fluid reaches the bottom of the fill neck.
9. Tap the 3-way valve button again until it displays "Int Heat."
10. Let the pump circulate water for 10 minutes. The Test screen will time out after 5 minutes and the pump will have to be re-engaged.
11. Repeat Step 3 to drain water. Repeat as needed until the water is clear.
12. Resecure the Aqua-Hose tube back to the chassis using the screw that was removed in step 2. Ensure that all connections have been made and all clamps are tight.
13. Fill the Aqua-Hot reservoir with approximately 3 gallons of Ethylene Glycol extended life coolant/antifreeze. Stop adding when the fluid reaches the bottom of the fill neck.
14. At the LCD screen in the Test menu tap the 3-way valve again until it displays "Hot Water". You should hear some bubbles being released.
15. Tap the 3-way valve button again until it displays "Int Heat".
16. Let the pump circulate coolant for 10 minutes. The Test screen will time out after 5 minutes and the pump will have to be re-engaged.
17. Reinstall the fill cap to the Aqua-Hot tank and operate the system checking for any leaks and/or faults that may occur.
18. Reinstall the Aqua-Hot access panel.

***Note:** Excess coolant during first initial operation should vent from the overflow tube on the tank exiting underneath the vehicle. These necessary steps are crucial in introducing coolant or water to an otherwise empty system as well as completely flushing and filling the system properly. Otherwise, the system can become contaminated with 'trapped air', which in turn could produce a fault in the system or damage to the burner.

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TECHNICAL SERVICE BULLETIN

SB-72 2023-2024 Convoy & 2023-2024 Tiffin GH1 Aqua Hot Incorrect Coolant

June 5, 2024

Dear Tiffin Motorhome Dealer,

It has come to our attention that on certain 2023-2024 Convoy and 2023-2024 Tiffin GH1 Motorhomes, the wrong coolant for the AquaHot system was used in production. Over time, corrosion to internal aluminum components and premature failure is likely.

Tiffin Motorhomes will replace the incorrect coolant with the correct coolant.

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 wire installed. Tiffin Motorhomes is allowing up to 1.5 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 August 1, 2025. Please make sure that the replacement of incorrect coolant 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

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Tiffin Motorhomes will replace the incorrect coolant with the correct coolant.

Please take your motorhome to a service center of your choice to have the correction completed. This configuration should take 1.5 hours and will be completed at no charge to you.

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 August 1, 2025. Please make sure that the replacement of incorrect coolant 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