

Technical Service Bulletin SB-73 Repair Instructions

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

Purpose: To provide instructions on how to remove the incorrectly rated flexible water lines on the Aqua-Hot Hydronic Heating System heat exchanger and replace them with pex lines that have the correct heat ratings.

FLAT RATE CODE & TIME ALLOWED FOR REPAIR. *When filing the warranty claim for payment, please use 9973SB00 for 1.50 hours. No authorization is required for work completed at the flat rate times stated on the work instructions.* Use "SB73" as the authorization on claim for payment.

Tools Needed:

Pex crimping tool
Poly pipe cutting tool
Towel
Adjustable wrench
No. 2 square bit or Phillips head

Parts Needed:

1.33 ft blue PEX poly pipe ½ inch
1.33 ft red PEX poly pipe ½ inch
4 of PEX copper crimp fitting ring ½ inch
2 of swivel adapter ½" B x ½" FPT
2 of straight brass ½" PEX TO ½" NPT
Thread sealant for brass fittings

Repair Procedure:

1. Turn off the Aqua Hot system by selecting the "Burner" and the "Electric" button on the LCD control panel. Button should read "Burner Off" and "Electric Off" as shown in figure 1. Allow the water to cool for 30 minutes.



Figure 1

2. Ensure all external water lines are disconnected from the coach.
3. Turn off the water pump. The switch will be in the galley area, or you can use the switch on the rear passenger's side P-4 water board shown below in figure 2.



Figure 2

4. Drain the water lines by opening the low point drain line valves located under the outdoor table. Ensure the valve handles are in the horizontal position as shown below (Figure 3). **NOTE:** It may be beneficial to turn on the shower or sink fixtures to allow more airflow through the lines and drain more effectively.



Figure 3

5. Open the maintenance door on the front of the jump seat cabinet (Figure 4).



Figure 4

6. Locate the jump seat assembly located behind the driver's seat. Pull the handle (Figure 5A) on the end of the jump seat assembly up and out to separate the seat and reveal the Aqua-Hot access panel (Figure 5B).



Pull Handle

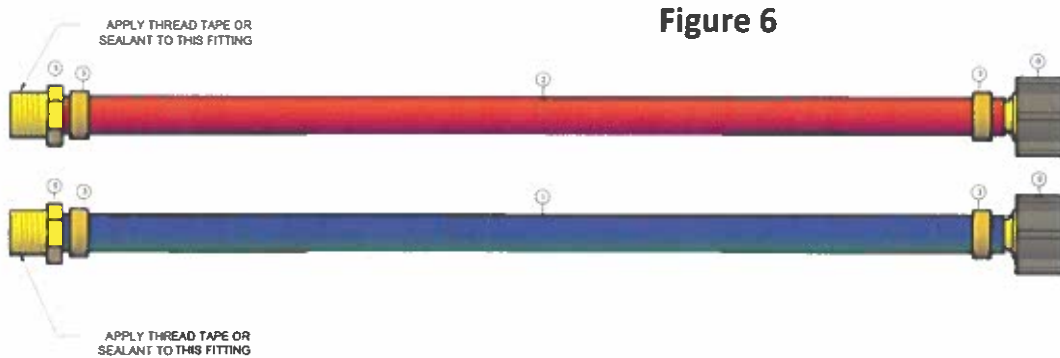
Figure 5A



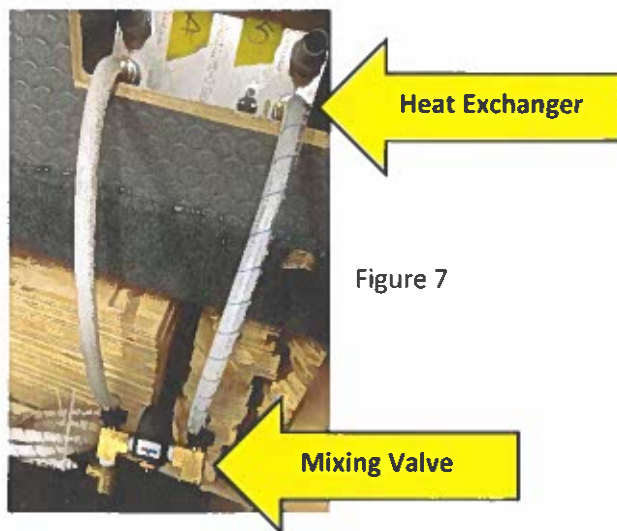
Access Panel

Figure 5B

7. Build the new heat exchanger line assemblies as shown in (Figure 6) below. Place the ½" crimp ring over the Pex tubing. Insert the barbed ½" fitting into the Pex pipe on the same end. Crimp the ring directly over the fitting's location (about 1/8" from the outside edge of the tubing). The fitting should be tight enough it cannot be removed by hand.



8. Ensure the two white water lines between the heat exchanger and the mixing valve are cool to the touch. Unscrew the plastic fittings from the mixing valve and unscrew the brass fittings from the heat exchanger. Discard the hoses. See diagram figure 7.



9. Apply thread sealant to the brass NPT fittings on the replacement assemblies and screw the brass NPT fitting side into the heat exchanger.
10. Screw the plastic FPT fitting side onto the mixing valve. The plastic FPT fittings do not require thread sealant since the ends contain rubber gaskets.
13. Turn water back on and test for leaks.

TECHNICAL SERVICE BULLETIN

SB-73 2023-2024 Convoy & 2023-2024 Tiffin GH1 Flexible Water Line Replacement

June 5, 2024

Dear Tiffin Motorhome Dealer,

It has come to our attention that on certain 2023 Tiffin GH1 Motorhomes and 2023-2024 Convoys, the flexible water line connected to the Aqua-Hot heat exchanger does not have the correct heat rating.

Tiffin Motorhomes will replace the current water lines with correctly rated water lines.

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 along with the shop supplies needed to complete the repair.

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

**TECHNICAL SERVICE BULLETIN, VIN:
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June 5, 2024

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It has come to our attention that on certain 2023 Tiffin GH1 Motorhomes and 2023-2024 Convoys, the flexible water line connected to the Aqua-Hot heat exchanger does not have the correct heat rating.

Tiffin Motorhomes will replace the current water lines with correctly rated water lines.

Please take your motorhome to a service center of your choice to have the correction completed. This configuration should take **1.50 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 on August 1, 2025. Please make sure that the replacement of the heat exchange hoses 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