

TECHNICAL SERVICE BULLETIN

SB-68 2023-2024 Convoys & 2023 Tiffin (GH1) Solar Panel Controller Settings

March 1, 2024

Dear Tiffin Motorhome Dealer,

It has come to our attention that on certain 2023-2024 Convoy and 2023 Tiffin (GH1) Motorhomes the solar panel controller will start charging the battery as intended, however, the battery will stop charging before it is completely full. Also, it will not charge as quickly.

Tiffin Motorhomes will configure the solar panel controller so that the battery will charge to full capacity and at the correct speed.

Owners will be notified by mail about this technical service bulletin and will be instructed to take their motorhome to a reputable service center **OR** dealer of **their** choice to have this inspection completed. Tiffin Motorhomes is allowing **.10 hours (6 min)** for this configuration. If additional time is needed authorization will be required.

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

Work instructions are available for download from the dealer section of our website, <https://dealers.tiffinmotorhomes.com/FRM>. To view work instructions, please click on "Flat Rate Manual" and choose "Service Bulletins" for Model and "SERVICE BULLETINS" for Section, then scroll down to the service bulletin number and choose "Show Files" and then download the work instructions. **No authorization is required for work completed at the flat rate times stated on the work instructions.**

Thank you for your assistance with this matter,

Tiffin Motorhomes

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March 1, 2024

Dear Tiffin Motorhome Owner,

It has come to our attention that on certain 2023-2024 Convoy and 2023 Tiffin (GH1) Motorhomes the solar panel controller will start charging the battery as intended, however, the battery will stop charging before it is completely full. Also, it will not charge as quickly.

Tiffin Motorhomes will configure the solar panel controller so that the battery will charge to full capacity and at the correct speed.

Please take your motorhome to a service center of your choice to have the configuration done. This configuration should take **.10 hours (6 min)** 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 work 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 April 1, 2025. Please make sure that the configuration 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-68 Repair Instructions

Models Involved: 2023 – 2024 Convoy motorhomes and 2023 Tiffin GH1 motorhomes built between March 23, 2023, and December 13, 2023.

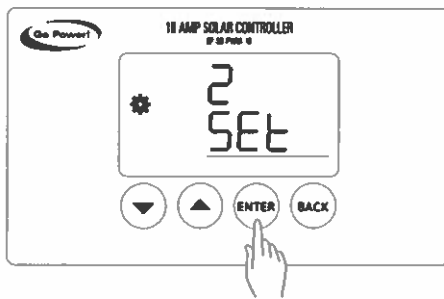
Purpose: Configuring GP-SB-PWM-30BT Solar Controller for use with: Battleborn/ Dragonfly GC3H 270 AH Battery System

FLAT RATE CODE & TIME ALLOWED FOR REPAIR. *When filing the warranty claim for payment, please use 9968SB00 for 0.10 hrs. No authorization is required for work completed at the flat rate times stated on the work instructions.* Use “SB68” as the authorization on claim for payment.

Repair Procedure:

1. Hold the ENTER key and use the up ▲ and down ▼ keys to navigate to **SETTINGS**.

This will be menu option # 2 and will be labeled “SET”.



Press ENTER. Battery type will be displayed. Press enter again to begin changing the battery type.

2. Use the up ▲ and down ▼ keys to select the correct battery type (**LFP**) and press ENTER to save your settings. After completing these steps, you may now press the BACK button to return to the main screen.

4. Ensure the setting was changed correctly by finding the “LFP” icon on the bottom-right corner of the home screen, under the voltage and amperage display.