

## TECHNICAL SERVICE BULLETIN

### SB-69 2023-2024 Convoys & 2023 Tiffin (GH1) Battery Heat Wire Installation

March 1, 2024

Dear Tiffin Motorhome Dealer,

It has come to our attention that on certain 2023-2024 Convoy and 2023 Tiffin Motorhomes the battery heat wire is not installed. If a battery's temperature drops below 25 degrees, the batteries will not charge.

Tiffin Motorhomes will add a wire to connect the battery heat function.

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 15 minutes for the repair to be completed.

Please verify the motorhome is involved in this update **before** ordering parts. To verify a motorhome's involvement in this technical service bulletin, please visit our website, [tiffinmotorhomes.com](http://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-69 and click "Show Files" and then download the work instructions.

*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

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tiffinmotorhomes.com

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Dear Tiffin Motorhome Owner,

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Tiffin Motorhomes will add a wire to connect the battery heat function.

Please take your motorhome to a service center of your choice to have the configuration done. This configuration should take **15 minutes** 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](mailto:service@tiffinmotorhomes.com).

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Tiffin Motorhomes

## Technical Service Bulletin SB-69 Repair Instructions

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

**Purpose:** Adding a battery heat jumper wire.

**Tools Needed:**

Phillips Head Bit Screwdriver  
½" Wrench

**Parts Needed:**

1 of 5157358

**FLAT RATE CODE & TIME ALLOWED FOR REPAIR.** *When filing the warranty claim for payment, please use 9969SB00 for 0.25 hrs. No authorization is required for work completed at the flat rate times stated on the work instructions.* Use "SB69" as the authorization on claim for payment.

**Repair Procedure:**

1. Disconnect all power from the 30-amp shore cord.
2. Turn main battery disconnect "OFF". The disconnect is located at the rear of the coach on the driver's side. See figures 1A & 1B below.



Figure 1A



Figure 1B

3. Turn the chassis engine off and remove the key from the ignition switch.
4. Remove plastic covering from battery bay by twisting release knobs and pulling up to access compartment, figure 2.

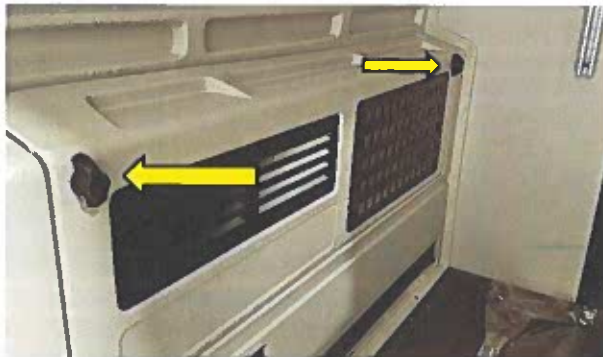


Figure 2

5. Remove nuts from the battery support straps and slightly pull battery out of position to reach the battery heat enable port more easily. See figures 3A & 3B.



Figure 3A



Figure 3B

6. Remove cover of positive battery terminal by removing screw on top of cover. See Figure 4.

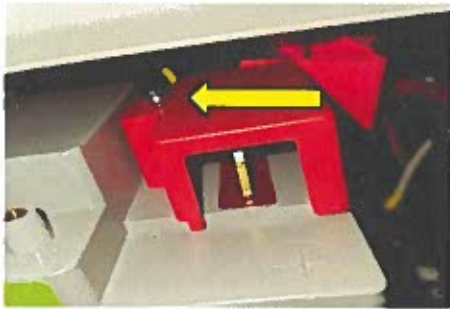


Figure 4A

7. Remove small screw from battery heat enable port located near positive terminal (see Figure 5A) and reinstall the battery heat enable screw with one terminal end to the battery heat jumper wire, part 5157358, positioned underneath screw head (see Figure 5B).

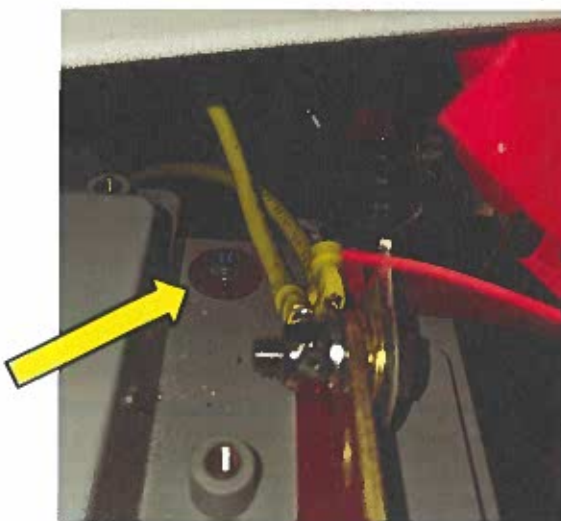


Figure 5A

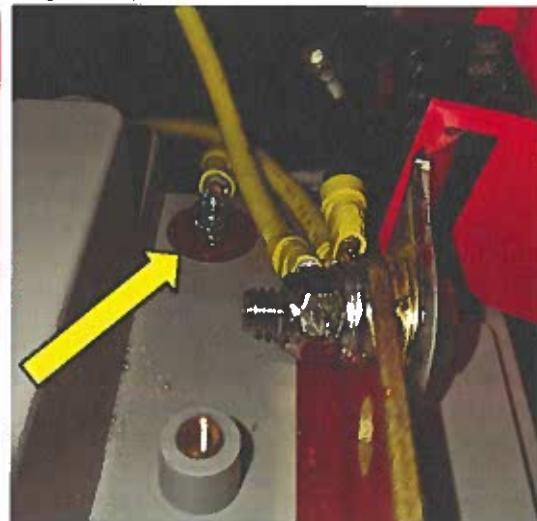


Figure 5B

- Remove screw from underside of positive from buss bar on 12V breaker panel (see Figure 6A) and reinstall the screw with the remaining terminal end of the battery heat jumper wire, part 5157358, positioned underneath it (see Figure 6B).



Figure 6A



Figure 6B

- Reinstall the positive terminal cover on the battery.
- Move battery back to its original position and reinstall the nuts on the battery support straps. Figure 7



Figure 7

- Reinstall the plastic cover for the battery compartment and return the disconnect switch to the "ON" position.