

TECHNICAL SERVICE BULLETIN, VIN: WSB-09 Open Trail DC-DC Replacement

February 20, 2026

Dear Tiffin Motorhome Owner,

It has come to our attention that on certain 2025 and 2026 Open Trail Motorhomes that are equipped with an 51V battery system, operating the hydronic heating system on the diesel burner may cause a temporary overload of the electrical system which causes all electric systems to temporarily shut off.

To correct this issue, Tiffin Motorhomes will replace the current DC-DC converter with 2 DC-DC converters.

Please take your motorhome to a service center of your choice to have the correction completed. This repair should take **2 hours** or less 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 at 256-356-0261 or service@tiffinmotorhomes.com 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 April 1, 2027. 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 WSB-09 Repair Instructions

Purpose: To swap the DC-DC converter for the Open Trail units to ensure proper functionality.

Models involved: 2025 and 2026 Tiffin Open Trails

FLAT RATE CODE & TIME ALLOWED: *When filing the warranty claim for payment, please use the correct flat rate code.*

Involved and repaired - 8909SB00, 2 hours

Inspected and not involved - 891FSB00 for 0.15 hours.

No authorization is required for work completed at the flat rate times stated on the work instructions. Use 'WSB09' as the authorization on claim for payment of labor and needed shop supplies.

Tools Needed:

Torque Wrench
Ratchet
Socket set
Cable clamps
Wire Cutters/Side cutters
Screwdriver set

Parts Needed:

2 of 5110414, DC-DC Converter
8, 3/4" Wood screws, from shop supplies
2 inline fuse holders, shop supplies
2, 10-amp fuses, shop supplies
10-gauge wire for negative, positive and ground harnesses, shop supplies
8, ring terminal connectors for 10-gauge wire, shop supplies
1 red, single point power post, shop supplies
1 black, single point power post, shop supplies

******NOTE:** Ensure all torque values are followed and applied during this installation procedure. Failure to do so will result in a non-operational system or improper load/heat. ****

Inspection Instructions:

1. Remove the furniture access panel and any cushions to gain access to the electrical components beneath the seat base, see figure 1. Verify which DC-DC converter is installed. If the DC-DC converter is silver (see figure 3), this will need to be replaced. Follow the repair instructions below. If only one blue DC-DC converter (see figure 4) is installed, follow instructions below as needed to install and adjust an additional DC-DC converter.



Remove cushions and
furniture seat base

Figure 1

2. If 2 blue DC-DC converters are installed, no further work needs to be done. File a warranty claim to clear the technical service bulletin using the correct code above.

Repair instructions:

1. Power off unit by unplugging the shore power cord if connected. If illuminated, turn off the battery system by pressing the blue power button located in the entry step well, see figure 2a. Unplug red and black cord connection for the batteries, see figure 2b.



Figure 2a



Figure 2b

2. Remove the existing DC-DC converter, first removing the cable ends and nuts holding the cables, see figure 3, to the component body and then removing and discarding the converter.

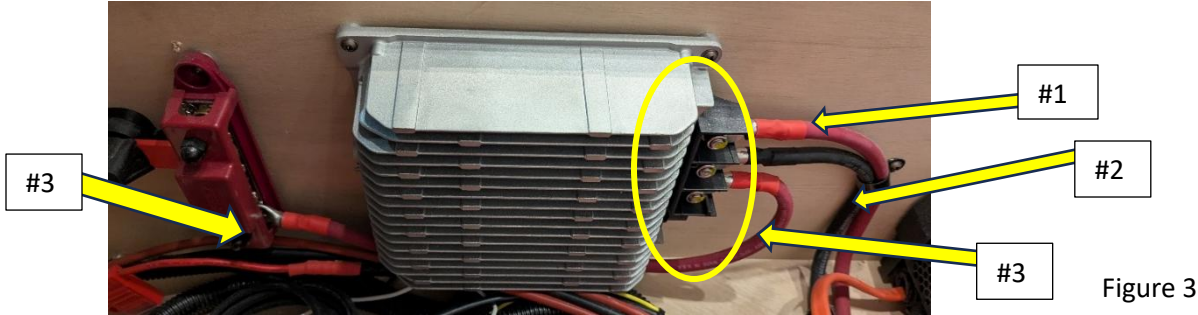


Figure 3

3. Remove and discard the output cable, figure 3 #3, that connected the silver DC-DC converter to the 12-V positive output buss bar terminal.
4. Install 2 new DC-DC converters, part number 5110414, using wood screws to secure. See Figure 4.

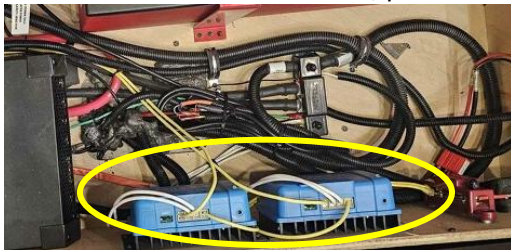


Figure 4

5. For positive input wiring:
 - a. Install the red single point power post to the electrical box wall as shown in figure 5a.
 - b. Fabricate 2 positive input harnesses using 10-gauge wire to connect each DC-DC to the red, single point power post. Each harness should be connected to a ring connector on one end and have approximately 1/4-inch stripped wire on the other end and contain an inline fuse holder containing a 10-amp fuse.
 - c. Connect the positive input cable previously connected to the DC-DC, see figure 3 #1, and the ring end of each 10-gauge wire harness from step 5b to the positive red, single point power post, and torque nut to 115 in-lbs.
 - d. Insert the other end of each 10-gauge wire harness into the positive input wire screw clamp connector on each DC-DC. Complete a pull test to make sure the wire is secure in the clamp of each DC-DC as shown in figure 5b.



Figure 5a

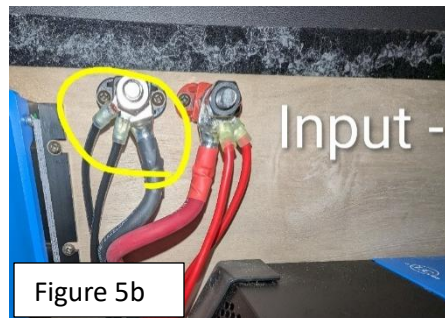


Figure 5b

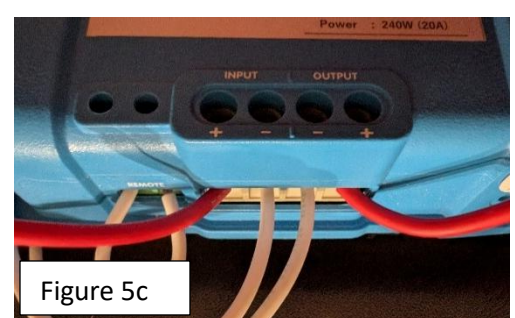


Figure 5c

6. For negative input wiring:
 - a. Install black single point power post as shown in figure 5b.
 - b. Fabricate 2 negative input, 10-gauge wire harnesses. Each harness should be connected to a ring connector on one end and have approximately 1/4-inch stripped wire on the other end.
 - c. Connect the negative input cable previously connected to the DC-DC, see figure 3 #2, and the ring end of each 10-gauge wire harness from step 6b to the negative input single point power post, and torque nut to 115 in-lbs, see figure 5b.

- d. Insert the other end of each 10-gauge wire harness into the negative input wire screw clamp connector on each DC-DC. Complete a pull test to make sure the wire is secure in the clamp of each DC-DC.
7. For positive output wiring:
 - a. Fabricate 2 positive output wire harnesses. Each harness should be connected to a ring connector on one end and have approximately 1/4-inch stripped wire on the other end.
 - b. Connect the ring end of each wire to the 12-V positive output buss bar terminal as shown in figure 6 and torque nut to 115 in-lbs.
 - c. Insert the other end of each 10-gauge wire harness into the positive output wire screw clamp connector on each DC-DC. Complete a pull test to make sure the wire is secure in the clamp.

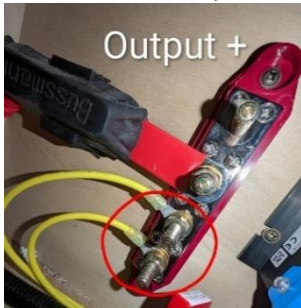


Figure 6

8. For the negative output wiring:
 - a. Fabricate 2 negative output wire harnesses. Each harness should be connected to a ring connector on one end and have approximately 1/4-inch stripped wire on the other end.
 - b. Connect the ring end of each wire to the black ground buss bar terminal located in the bottom of the box as shown in figure 7 and torque nut to 115 in-lbs.
 - c. Insert the stripped end of each 10-gauge wire harness into the negative output wire screw clamp connector on each DC-DC and complete a pull test to make sure the wire is secure in clamp.



Figure 7

9. Fabricate a remote jumper wire from any of the 10-gauge wire and install into the wire screw clamp connectors of the remote ports shown below, see figure 8a and 8b.

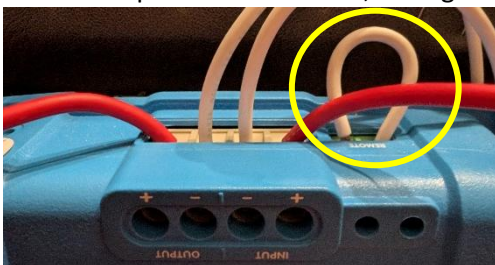


Figure 8a



Figure 8b

10. Adjust the voltage output for the DC-DC by removing one of the 10-amp inline fuses for one of the positive input wire harnesses (step 5).
11. Power system back on by connecting the red and black power cord, see figure 2b, and pushing in the blue button in step well, see figure 2a.

12. Turn on main Spyder display screen by entry door, figure 9a. The home screen will display battery voltage, figure 9b.



Figure 9a



Figure 9b

13. Starting with the DC-DC that has an illuminated power light, see figure 10, adjust the voltage adjustment dial with a very small flat or Phillip's head screwdriver to get 12.5V-12.8V on the home screen of the Spyder Control Screen. Navigating off and on the home screen will help monitor current voltage, if not navigating off the home screen it may take up to 5 minutes to display the current voltage adjustment.

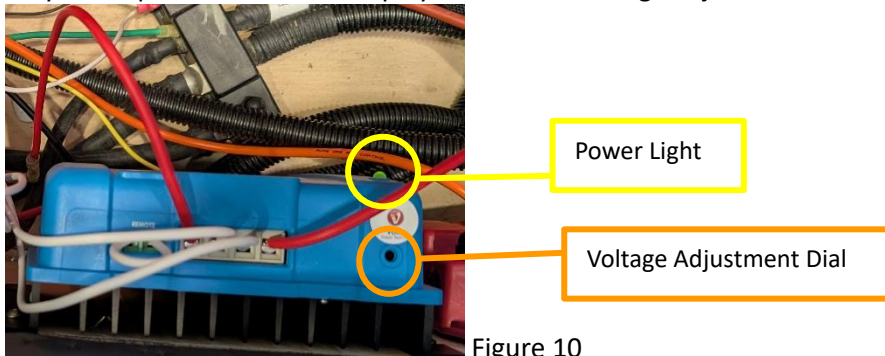


Figure 10

14. Power the system off, replace fuse removed in step 10 and repeat voltage adjustment procedure as outlined in steps 10 - 13 for the second DC-DC converter. Once adjustment is complete, power system off and replace 10-amp fuse.
15. Power system on and verify the system is functioning properly by verifying voltage on the spyder display screen with both DC-DC on is between 12.5V-12.8V. Turn on AquaHot on the diesel burner function and make sure the lights in the coach and the Spyder screen stay on.
16. Reassemble all removed components.