

**TECHNICAL SERVICE BULLETIN, VIN:
WSB-12 Sealing Open Trail Roof Rack**

May 19, 2026

Dear Tiffin Motorhome Owner,

It has come to our attention that on certain 2025 and 2026 Open Trail Motorhomes the roof racks may not be properly sealed. If the roof rack is not sealed, leaking may occur.

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 July 31, 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 Compliance Department

Technical Service Bulletin WSB-12 Repair Instructions

Purpose: To seal the attachment points of the roof rack.

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 - 8912SB00, 2 hours

Inspected and not involved - 891BSB00 for 0.25 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:

Plastic Scraper/Putty Knife (non-marring)
Solvent cleaner/Isopropyl Alcohol 70% -90 %
Clean Rags/shop towels
Caulk Gun for sealant
Screw Gun

Parts Needed:

2 tubes CSL Sealant, from shop supplies
#10 Stainless Steel Screw, self-drilling hex washer head, shop supplies

****CAUTION: Follow proper safety precautions to access the roof of the motorhome******

Inspection Instructions:

1. Inspect the attachment points to the roof of the motorhome. If they are all properly sealed, no further work needs to be done. If the roof rack is attached with cap rail glue and does not have any screws 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. Remove roof rack
 - a. Ensure all fasteners securing the roof rack are identified
 - b. Use screw gun to remove all screws
 - c. Carefully lift and remove the roof rack from the roof
 - d. Avoid damaging roof surface during removal
2. Remove all butyl tape and adhesive residue
 - a. Use plastic or metal scraper to remove bulk butyl tape from roof and roof rack
 - b. Remove any residual adhesive from roof and roof rack surfaces
3. Remove/chip away solar bracket glue interference
 - a. Inspect for hardened glue at solar panel bracket locations
 - b. Use scraper to remove glue buildup
 - c. Ensure all high spots are eliminated
 - d. Confirm surface is free from obstructions
4. Clean and level surface
 - a. Clean roof and roof rack surface using Isopropyl Alcohol

- b. Wipe area with clean rags
- c. Verify surface is level and debris-free

- 5. Verify roof rack sits flush, see figure 1
 - a. Set roof rack in position without fastening
 - b. Check for gaps between rack and roof
 - c. Ensure full contact across entire mounting area
 - d. Remove and correct any interference if gaps exist



- 6. Apply CSL under each screw location
 - a. Apply CSL sealant to each mounting hole location
 - b. Ensure adequate coverage to seal penetration
 - c. Avoid excessive application that may cause overflow

- 7. Install roof rack and fasteners
 - a. Reposition roof rack onto roof
 - b. Align mounting holes correctly
 - c. Install fasteners
 - d. Tighten until CSL begins to slightly squeeze out around the base of the rack and is fully seated with no gaps (DO NOT overtighten)

- 8. Apply CSL over each screw head, see figure 2
 - a. Apply CSL sealant over each installed fastener
 - b. Ensure full coverage of screw heads
 - c. Smooth sealant to eliminate gaps or air pockets
 - d. Verify all fasteners are fully sealed

- 9. Final Check, ensure that:
 - a. All screws are tight
 - b. There are no gaps between rack and roof
 - c. Sealant fully covers all screw heads

