

# Part 573 Safety Recall Report

# 18V-328

**Manufacturer Name :** Tiffin Motorhomes, Inc.

**Submission Date :** MAY 17, 2018

**NHTSA Recall No. :** 18V-328

**Manufacturer Recall No. :** TIF-109



## Manufacturer Information :

**Manufacturer Name :** Tiffin Motorhomes, Inc.  
**Address :** 105 2nd Street NW  
 PO Box 596 Red Bay AL 35582  
**Company phone :** 999

## Population :

**Number of potentially involved :** 5,871  
**Estimated percentage with defect :** 80 %

## Vehicle Information :

**Vehicle 1 :** 2013-2018 Tiffin Allegro Open Road

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :**

**Power Train :** NR

**Descriptive Information :** All floor plans

**Production Dates :** JAN 01, 2013 - JAN 08, 2018

**VIN Range 1 : Begin :** NR **End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Tiffin Motorhomes has realized that there is an issue beyond just the nuts/ bolts/washers as thought in Tiffin's Recall # 17V-200. It is the strength of the frame rail that is the problem. The frame rail has to be strengthened to prevent hitch failure. The units that had the gusset assembly put in are strong enough. Also being recalled, are the units from the end of the recall to the point Tiffin made an improvement to the frame rail in our production line in 1/2018. Improvement was a thicker frame rail was used.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Hitch failure that could cause a potential crash if tow car detached from motorhome.

**Description of the Cause :** The frame rail in some units is not strong enough. In recall 17V-200 which was about the bolt holes being too large and allowing the bolts to slip through, we had two repairs dependent on how the frame well was done. One of them consisted of if the frame had gussets already, we only sent out wider washers with new bolts and nuts to make sure no hitch failure. These units will have to be recalled again due the gusset assembly was not put in these, so the frame rail is not strong enough. Also, the units produced from end of recall to point in

January 2018 when we made a product improvement, will also have to be recalled.

Identification of Any Warning that can Occur : Partial hitch failure.

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

11/2017 - Tiffin Motorhomes was notified of a hitch failure in a 2017 Allegro Open Road. This unit was not involved in recall 17V-200. Tiffin investigated and it was determined that the hitch had more weight attached than was allowed for that chassis (the hitch was overloaded).

12/2017 - Tiffin decided to make a product improvement for use in production that would make the hitch stronger since the hitch is something that is frequently overloaded. This product improvement was developed and put into place 01/08/2018. This consisted of thicker steel being used for the frame rail so attachment for the hitch would be much stronger. We had not received any notices of failures in any other newer units. The only failures reported were in units included in the original recall (17V-200) that had not had the recall fix completed before the failure.

05/09/2018 - Tiffin was contacted by the owner of a 2015 Open Road that had completed the recall (17V-200) fix of upgraded nuts/bolts/washers in June of 2017. He reported a partial hitch failure in 02/2018 where the metal started to tear away from the frame rails on the first 2 bolts passenger and drivers side. The nuts/bolts/washers were still intact. He took the motorhome to a weld shop close to where they were traveling for repairs. There were no injuries and no damage to the tow vehicle. The owner did not take any pictures of the hitch before the repair was made. He only reported the failure to Tiffin on 5/9/2018 after he arrived back home.

05/10/2018 - Notified Tiffin engineers of the hitch failure in the 2015 unit. It was decided that the original fix outlined in recall 17V-200 for the motorhomes that had gusset inserts installed in production needed to be redone. All previous unit included in recall 17V-200 that did not have a gusset box installed would need the new fix, as well as everything built after the original recall ended until the start of the thicker metal being used in production starting 01/08/2018.

**Description of Remedy :**

Description of Remedy Program : An insert plate has been designed, and will be added to the existing frame rail. Customers will be sent the new plate when they arrive at a dealer/service center as well as instructions on how to remedy the situation.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : Tiffin did a product improvement in 01/08/2018 of using thicker metal for the frame rail, because we realized that customers were still overloading the hitches instead of obeying the weight allowed on the weight stickers.

**Recall Schedule :**

Description of Recall Schedule : There will not be a dealer sent out to all dealers, only the dealers who actually have recalled units on their lots in stock. All retail customers will be sent letter and upon arrival at dealer/service center, Tiffin will ship the parts to remedy the situation.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported