



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 13, 2015

Ms. Liz Jones  
Tiffin Motorhomes, Inc.  
105 2nd Street NW  
Red Bay, AL 35582

NVS-215MR  
15V-612

**Subject:** Exhaust Pipe may Melt Insulation

Dear Ms. Jones:

This letter serves to acknowledge Tiffin Motorhomes, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
TIFFIN/PHAETON/2010-2012

**Mfr's Report Date:** September 29, 2015

**NHTSA Campaign Number:** 15V-612

**Components:**  
ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

**Potential Number of Units Affected:** 140

**Problem Description:**  
Tiffin Motorhomes, Inc. (Tiffin) is recalling certain model year 2010-2012 Phaeton motorhomes with floor plans QBH, QKH, and QTH manufactured July 1, 2010, to August 1, 2011. The affected vehicles have an exhaust pipe that is mounted too close to the underside of the floor.

**Consequence:**  
Insufficient spacing between the exhaust pipe and the floor may result in the insulation melting and an increased risk of a fire.

**Remedy:**  
Tiffin will notify owners, and dealers will change the configuration of the exhaust to provide extra clearance between it and the floor, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Tiffin customer service at 1-256-356-8661. Note: Although these vehicles may have been previously repaired for this condition under recall number 11V-416, it is important that the affected vehicles receive the revised remedy of this recall.

**Notes:**  
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As required in Part 573.6(c)(6), in the case of a defect, please amend your provided chronology to include all of the dates of the 1 principal events that were the basis for the determination that the defect related to motor vehicle safety exists, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at 202-366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement