

On July 1st, 2014, my wife and I took delivery of a new 2014 Phaeton QBH. Our purchase was delayed from May 2014 while the dealer repaired chipped tiles in the rear bathroom around the engine cover hatch. As of September 1st, 2014, we had yet to take our maiden trip due to family commitments and as we continued “outfitting” and correcting concerns with our new coach.

This is a collection of observations, concerns and enhancements since the July 1st delivery. I am writing this for my records, and to send to our dealer and Tiffin. Additionally I will post a copy on the Tiffin RV Network (TRVN) web site at <http://www.tiffinrvnetwork.com> as this information may be useful to others. My thanks to the wonderful TRVN members for their countless ideas and information. Your knowledge sharing greatly aided our new ownership learning curve. While we expected to incur new rig issues, I have been surprised by the amount of time required to prepare our land yacht for launch. I am also pleased that the issues we have encountered are rather benign.

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Note: Since I did not publish this paper before our Sept 9th trip, I have added an additional section at the end of this paper entitled Updates and have included a repairs and warranty items action list.

Nov 28, 2014: Updates are ongoing. This paper has become a living document as we encounter new issues and continue learning.



Darling Wife (DW) with “Behemoth”

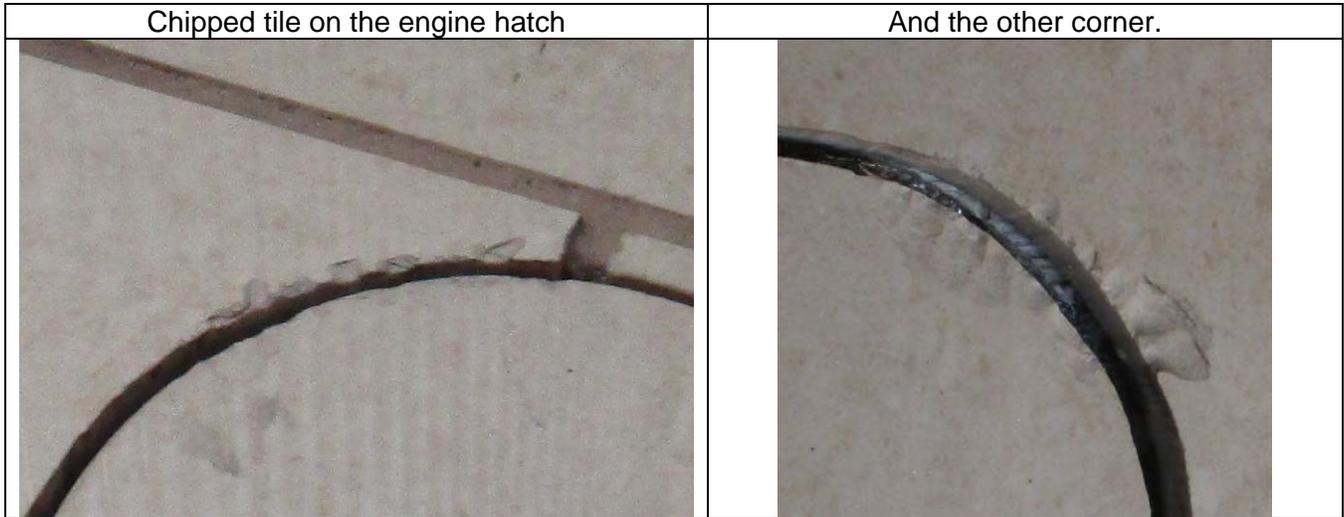
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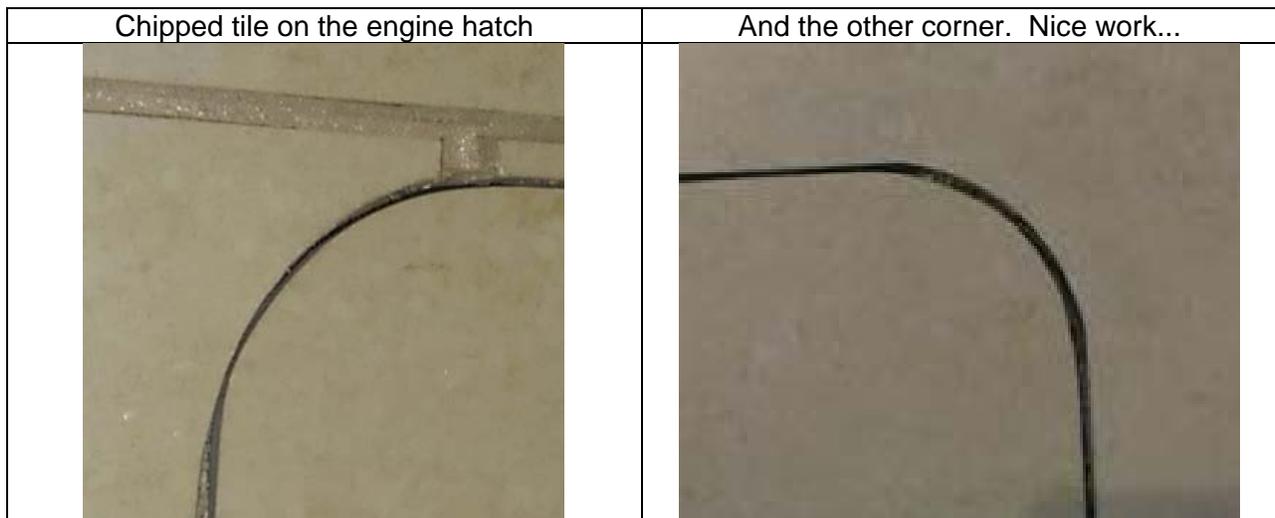
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Chipped bathroom tile

As I noted in the introduction, our delivery was delayed by bathroom tile repairs. It is my belief someone lacking the tools and procedural knowledge needed to gain access to the top of the engine via the hatch in the bathroom. In speaking to the dealer, Tiffin Hqs, and the Tiffin factory rep, I was advised there is no record of such access. Not knowing why something occurred, concerns me more than believing there was a problem that required correction.



Post tile repair photos

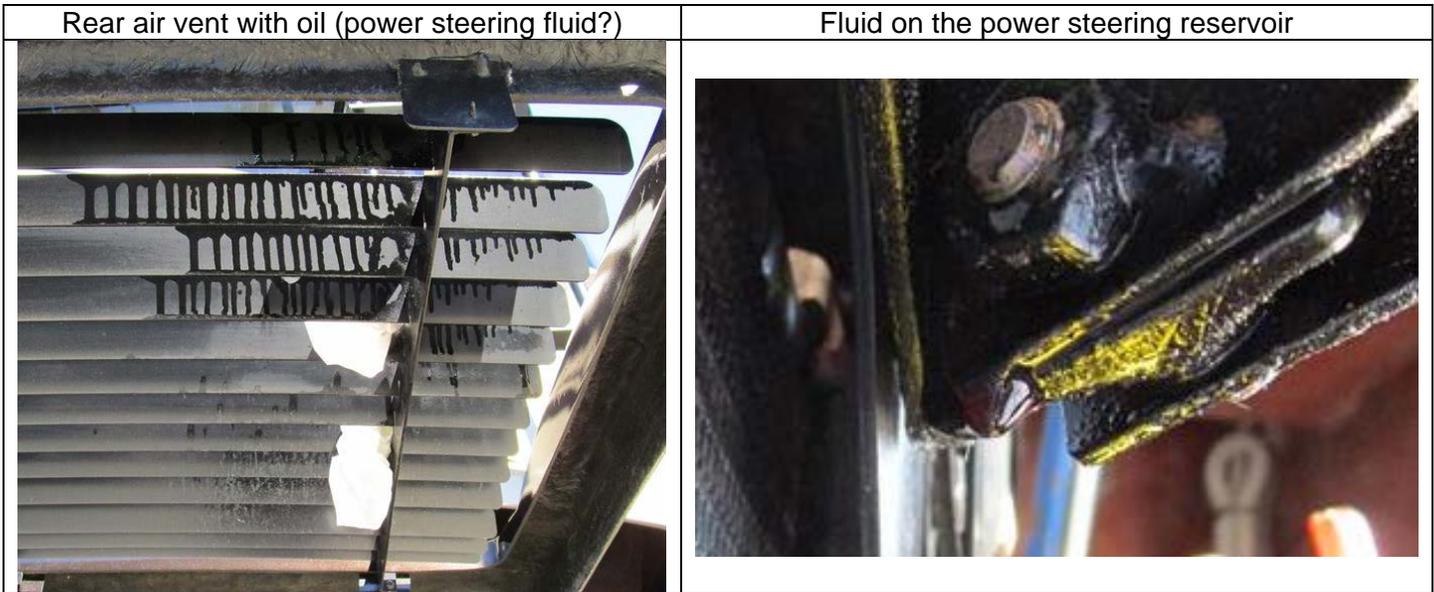


What's that smell?

While driving home with our new purchase, I smelled something burning within about 15 miles of leaving the dealership. The odor was strong enough that I pulled over onto the emergency parking strip and checked the rear engine area and tires. There was no visible evidence of a problem. We arrived home some 60 freeway miles later, and I noted a small amount of fluid running down the inside of the rear engine cover and pooling on the bottom of the right side of the radiator and on the bumper. Additionally the paint had lifted partway down on the radiator.

I called the dealer to learn if they had seen any leakage. This RV had been transported to California from Red Bay, Alabama; and also the dealer had driven the motorhome to and from the San Jose RV Show where we first saw it in April. The dealer told me there was no record of a leak. The Tiffin factory rep was concerned and supportive, recommending I take it to either the Oasis Freightliner facility in Sacramento or to a Freightliner truck repair facility in Oakland. After talking to the Freightliner rep, I decided to dive the coach some more and continue inspecting it for fluid leaks. As an aside, I learned that Freightliner had not received the dealer warranty registration, so I took care of that myself.

The following photos show “fluid” running down the rear air vents and dripping from the power steering storage reservoir. The color and texture of the fluid is consistent with power steering fluid. The reservoir level is at the minimum cold level and the dip stick indicates a need for additional fluid. I know there were no visible leaks when we conducted our pickup inspection at the dealer, but they had just washed the RV prior to our arrival.



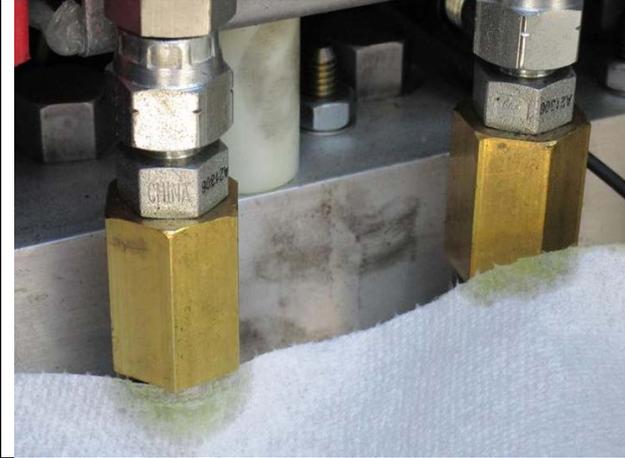
HWH hydraulic leveling system

After reaching home I parked the Phaeton in front of our home and used the automatic leveler system. A few days later I noticed that the extended driver’s side-out was a few inches low, and there was a wet area under the propane/hydraulic compartment. I inspected the hydraulic leveling system and found oil on the compartment floor and under the oil tank. A fluid check showed no oil on the dip stick. I checked all the connections and found oil on each of the manifold elbows below the brass velocity valves (see picture below). A call to the dealer indicated they had checked the leveling system during their PDI and found no issues. I called HWH technical support and they advised that the fittings required a Teflon tape wrap to stop the leaks.

A week later, after ordering and receiving four quarts of replacement HWH hydraulic fluid from Amazon, I started the repairs. I disconnected and inspected each line and fitting at the manifold. It was obvious to me that the brass velocity valves were bottomed-out into the steel elbows, but not checked for leaks. The HWH system produces 3,000 PSI of hydraulic pressure, which is enough pressure to force oil between imperfect metal surfaces. I wrapped the threads with Teflon tape per HWH instructions and conducted new sink tests. The initial tests were disappointing, probably because of air in the lines. However, within a week, I went from 3/8” of driver-side sinkage in a 24 hour period (with only the driver-side slides extended) to less than 1/16”.

Before photos:

Small leaks add up under pressure (DS lines).
The passenger side (PS) leaked just as much.

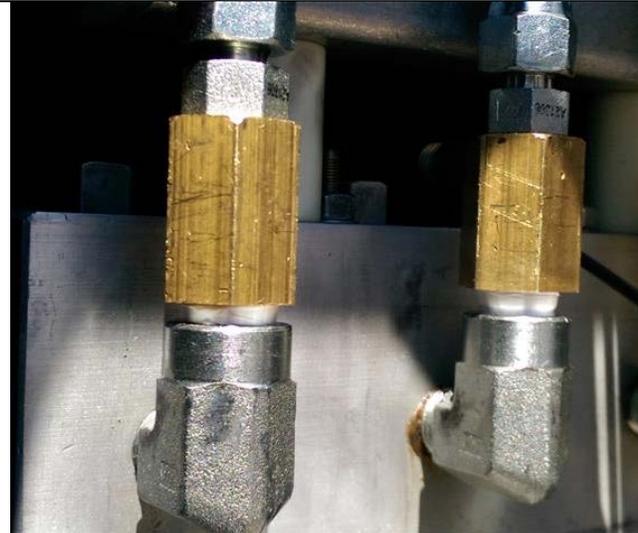


Oil-covered floor around the HWH tank.



After repairs:

DS connections with Teflon tape.



PS connections with Teflon tape.



What were we thinking?

Feline Improvements including a privy

In the first weeks of ownership, I studied the motorhome and prepared for its personalization. Since we had owned a 30' fifth-wheel for the last 13 years, we had a list of wants and needs for our new RV. Foremost was feline preparation. To begin with, I needed to build an enclosed, outside cat privy. Yes, I was enhancing our 1-bedroom, 1.5-bathroom motorhome with a feline potty "slide-out" for our four (yes, FOUR) pets.

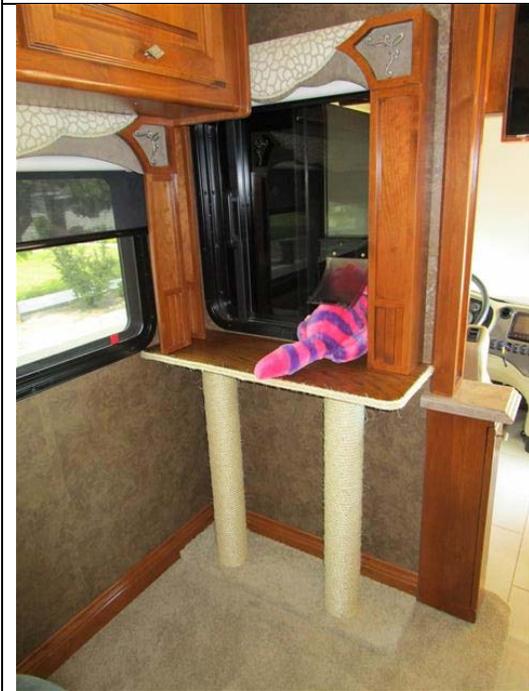
Here are a few photos of the completed project. The cat-box attachment will accommodate three typical litter boxes (four if I must). The pet door entry is mounted in a customized smoked plastic window insert that fits in a window opening in the driver-side slide-out window. The pet door leads into a top cage; a hole in the top cage "floor" allows access to the second level of the "condo". Setup and teardown times are about 15 minutes each, which includes storing the fold-down cages and other parts in the coach basement.

This photo shows the completed multi-story condo. I custom-cut pet screen covers for both cages to filter direct sunlight and provide a little “privy-cy” for our eating-and-pooping machines.



Inside view with the slide-out in. Here I built a custom cat shelf which is supported by two sisal-wrapped ABS scratching posts.

Outside view of the pet door (with the slide-out in). Note the Tiffin window is in the open position and the screen is removed. The smoked cat door insert matches the Phaeton windows.



The other needed feline improvements have to do with safety for our furry companions, who love to seek out hidey-holes (some of which may not be safe for them in a motor coach).

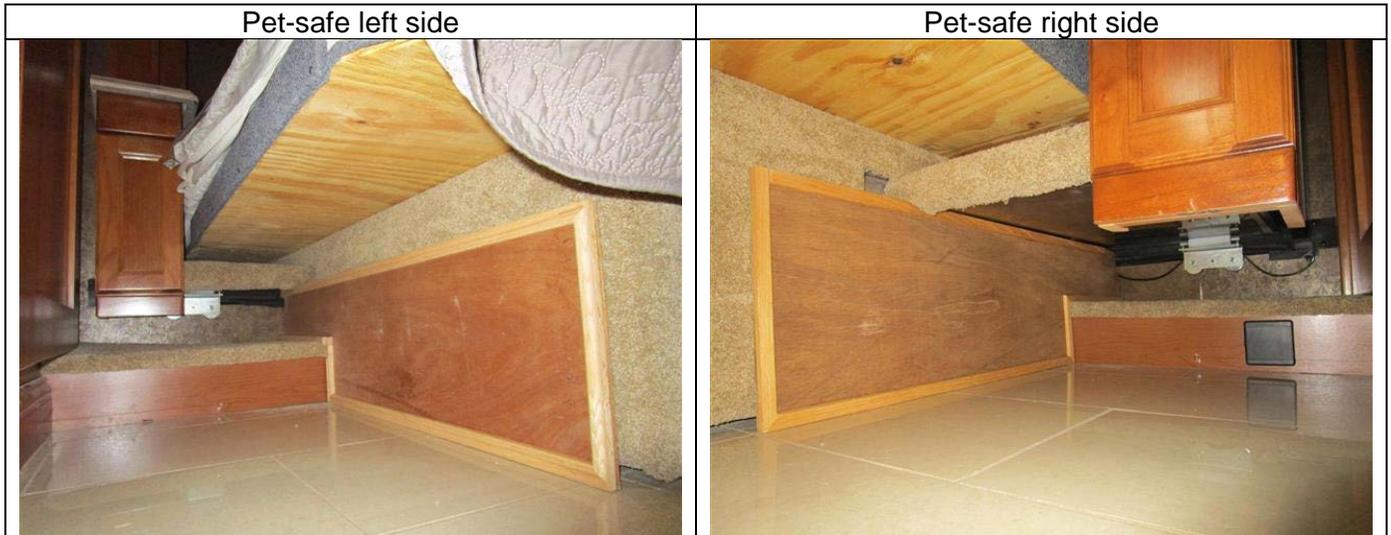
Under-Bed slide-out:

Tiffin has re-engineered the QBH bed slide-out since we first looked at the 2012 QBH. I am happy to see the use of a Schwintek solution. Unfortunately, exposed vinyl heater ducts under the bed and cat claws are not compatible.

Here's the under-bed area showing heater ducts and wiring as seen from the left (rear of the rig). As an engineer, I would be embarrassed to leave such an exposed rat's nest of unsecured wiring.



While my solution did not clean up the wiring (a future project), the addition of wood panels prevents pet access to this space while allowing the bed slide-out to slip freely. The added wood panel is attached to the stationary platform, not the bed platform.

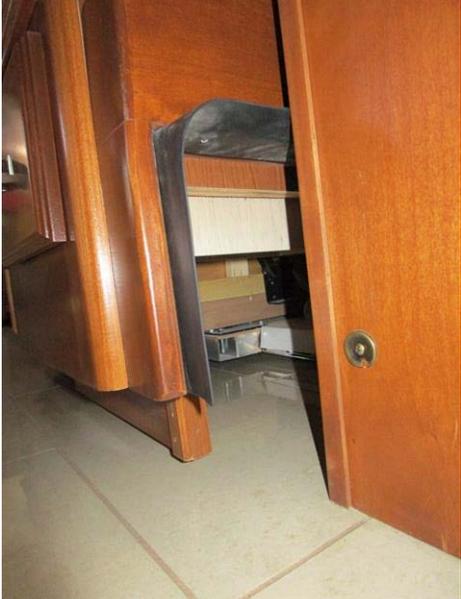


Bottom edge of the kitchen slide-out:

This "cave" endangers a pet by allowing access to the chain mechanism and a potential crush area. While we secure our cats before operating slide-outs, we were concerned that a pet might get trapped in this small

space. A bit of wood and some cherry stain provided a simple solution that does not restrict movement of kitchen sink hoses and wiring.

Before:

Kitchen slide-out bottom adjacent to half-bath. A natural pet tunnel to explore.	Crush area! There is no easy way to extract a pet from this space.
	

After:

Cave access closed with the addition of a simple wood insert. Wood screws allow easy removal if needed for maintenance.	Another wood addition at the cabinet rear prevents access into the chain area.
	

Additionally, I installed some cardboard under the kitchen sink, where large cabinet openings at the back could also prove inviting to our feline companions. The use of cardboard ensures easy removal if I need access to the rear of the outside TV or the kitchen slide-out connections.

Cardboard pet-proofing under the kitchen sink area at the rear. Note the use of a HepvO sanitary waterless trap (white pipe at the back center of the picture).

Close-up view of the kitchen HepvO sanitary waterless traps. These devices eliminate the need to add water to sink traps to stop holding tank smells from coming up through the sinks.



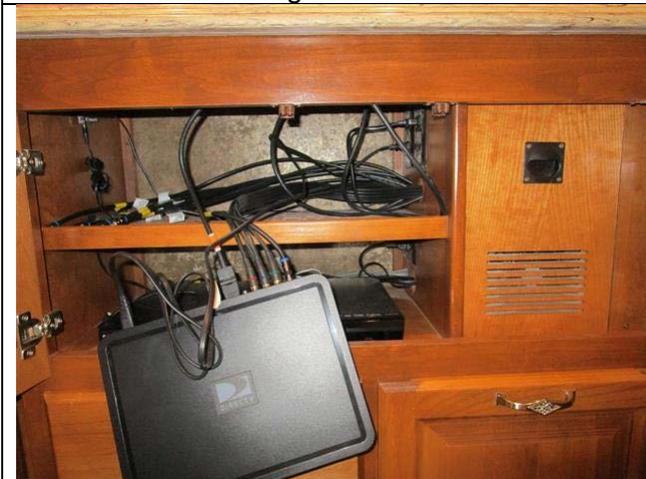
TV wiring rabbit hole

I knew we would face some TV issues because Tiffin has chosen to favor DirecTV. We are longtime Dish Network customers that take one of our three home units on the road when we travel. So I was prepared to deal with some re-wiring and adaptation. Foremost is the addition of a Trav'ler auto-tuning antenna with multiple LNBS for multi-satellite viewing (the factory-installed auto-antenna can only "see" one satellite at a time, disallowing DVR recording from different satellite sources). However, the Dish compatible Trav'ler preparation process was unexpectedly derailed when my DW voiced her concern about a noisy, hidden fan in the bedroom TV receiver cabinet.

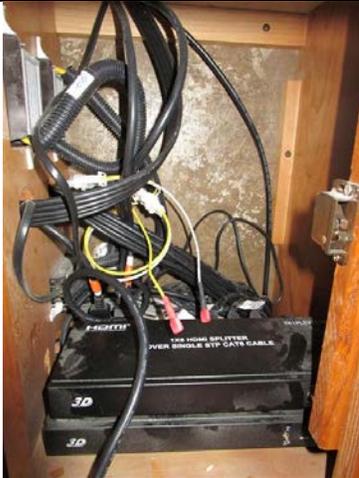
When I removed the front fan cover in the TV equipment cabinet, I knew I was heading down a wiring rabbit-hole. The first attention-catching concern was the 140mm, 12V-DC cooling fan in a cabinet with 120V-AC equipment. Tiffin provides a 12V disconnect switch at the front door for turning off the 12V service as you leave; many owners use this as a quick way to turn off the lights and fans when leaving. But if you do this, you leave 120V-AC electronic equipment on and cooking in this cabinet without the 12V-DC fan running to cool it. Even with the fan running, I measured temperatures much too hot to keep the electronics healthy. This is because of an ill-conceived cabinet design, possibly for cosmetics. The cabinet is divided up so that unsightly wires, splitters, and adapters are hidden together behind a panel; inadequately ventilated even with the fan.

Bedroom TV equipment cabinet. DirecTV receiver pulled out shows lots of wires. The enclosed HDMI adapters are behind the wood cover on the right with the vent cuts.

The 12 volt fan in an enclosed space created too much noise. Restricted grill slots reduce efficiency.



The original enclosed cavity behind the fan with the stacked HDMI splitters.



Updated HDMI space using the cabinets as heat sinks. Note addition of switchable power strips and Trav'ler power supply. The power strips allows us to turn off the TV equipment when not needed.



I removed some of the wood trim to reduce the heat build-up. This allowed me to reposition the HDMI adapters and add a Trav'ler ac adapter. I mounted each adapter separately as far apart as I could so that the wood cabinet would act as a heat sink. Next, I added power strips to turn the TV equipment on and off with one switch when not in use. Temperature measurements show the HDMI adapters cooler than before, but still warmer than I prefer. However, the air temperature in this small cavity is at room levels without the noisy fan. If I need to, I can later add a quiet ac-powered fan or metal heat sinks to the HDMI adapters.

While making these changes, I also removed the Tiffin-supplied DirecTV receiver and adapted the area for our Dish DVR, which won't fit on the too-shallow Tiffin cabinet shelf. I built an insert consisting of two pieces of plywood separated by form rubber. The top piece of the insert is almost 2" longer in the front than the bottom, allowing the Dish DVR to extend further forward than the Tiffin shelf but still fit behind the cabinet door. This offset also has the added benefit of providing about 2" of wiring and cooling space at the rear of the DVR.

In designing this insert, I wanted a solution that protected the DVR from road shocks while we traveled. For me, turning off the DVR so that the disk-drive heads are parked is not good enough. The form rubber creates a padded platform in the cabinet for vertical cushioning while also reducing lateral movements. I call this solution a "DVR bed". Here are some photos:



In this first photo, you can see the 1" yellow-green foam rubber below the plywood supporting the DVR. The top layer of plywood extends 1.5" beyond the front of the Tiffin shelf. The DVR rests on the plywood, not the foam, to allow air to enter the bottom DVR vents for cooling.

Side view of DVR bed. Here you can see the top section's front extension on the left and the foam rubber supports. Two strips are used to provide a soft cushion to absorb road shocks.



Rear view. The hips of the bottom plywood layer are sized to fit firmly in place between the rear cabinet corners. Form rubber weather stripping on the four sides provides lateral cushions.



Dish Networks remote control incompatibility

The Tiffin installed remote control system (Spyder Control, <http://spydercontrols.com/index.html>) for the TVs and entertainment system is not compatible with Dish Networks equipment. Per my conversations with Spyder Controls Corp (888-919-9092), this is a known issue without a fix for their product. I am told the Tiffin Parts Department and others such as Amazon sell Dish Networks compatible IR repeaters.

Trav'ler satellite antenna

Tiffin coaches do not come with a factory installed Trav'ler antenna. However, as an option, Tiffin coaches can be ordered pre-wired for a Trav'ler antenna in which the wiring is installed between the TV equipment cabinet and a roof cutout under a weatherproof cover. I was disappointed that the Tiffin pre-wiring coaxial cable is not 3 GHz, RG6 as needed for the Dish Hopper and its Joeys. It my understanding that you cannot order 3 GHz coax cabling as an option. I was also disappointed that just one coax connection is available for a carry-out; two lines are needed for some Dish Hopper configurations.

Tiffin-installed roof Trav'ler wiring after removal of the weatherproof domel.



Trav'ler before installation.



Before installing the Trav'ler, I called Tiffin Service to get the locations of roof electrical ducts, and also to find out the correct length screws to use. I never did get an answer to any of my questions, which is my point in writing this paragraph. The nearest answer I obtained was "you better not use screws that are too long". In the end I selected screws based on what Tiffin had used by locating a screw in an upper roof channel. Additionally I used diagrams found on the TRVN web site. Thank you Crusingator (Ted).

<p>Trav'ler provided screw (gold on the left) and my 5/8" stainless steel screws.</p>	<p>Finished installation. The Tiffin factory installed wiring made this project a breeze.</p>
	

Workmanship

There are many good things about our new Tiffin, and I don't want to sound like a complainer. I could fill a book with the complex engineering needed to construct this motorhome. There are so many systems that must operate together while exposed to the elements, rough roadways, and owner abuses or ignorance.

However, while outfitting our new motorhome, I noted a disturbing trend which surprised me in a Tiffin product. I call it production laziness. The first thing I noticed was incorrect installation of fasteners (off-centered, over-torqued, loose, misaligned, etc.). Then I noticed some fasteners literally not holding things together as designed; so I started looking closer at the construction. I was not a happy camper. Here are some examples:

<p>DS electrical switch cabinet with AGS, etc. Toenailed screw crushed and split the wood. Reflective of impact drivers. This was also seen in other locations in the coach.</p>	<p>Rear bumper vent that is held to the corner sections with two bolts at each side. In this photo the DS bolts missed the center section. Right side bolts provide the support. I drilled new holes for the exiting screws to correct this before the rear grill broke off.</p>
	

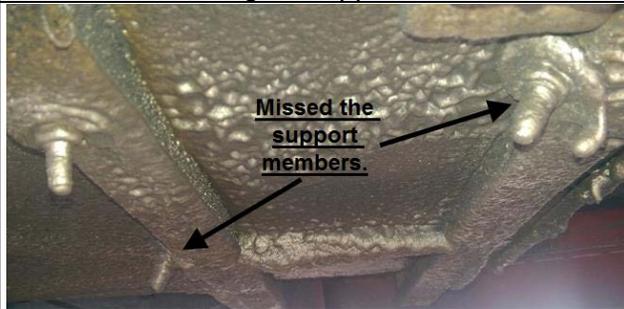
50 amp, shore cord power reel. Note use of carriage bolts.
 This is a case of placing a square bolt into a round hole.
 And even then the front right and left rear bolts missed the metal support railing under the floor.

As for the right side. I guess one wrong bolt was OK as the rear bolt was never installed. This omission places all the upward rewind pressure on the one incorrectly installed left rear carriage bolt. I will correct this in the future.



Underneath view of the electrical reel compartment showing the three bolts with only one through a support member.

The reel assembly is not aligned true to the compartment (twisted), nor is it centered to the floor cord cutout.



Missing front DS slide-out fastener. Also noted is thin clear plastic wrap or packaging tape on the upper edge of the slide-out. This is only viewable when the slide-out is retracted.

Slide-out air and light leaks

The following photos show an air-and-light gap in the DS slide-out at the floor beside the refrigerator. Further inspections outside revealed three screws not holding down anything – perhaps they had held weather-stripping at one time. Note the metal abrasion on the outside bottom edging of the slide-out in the third picture.

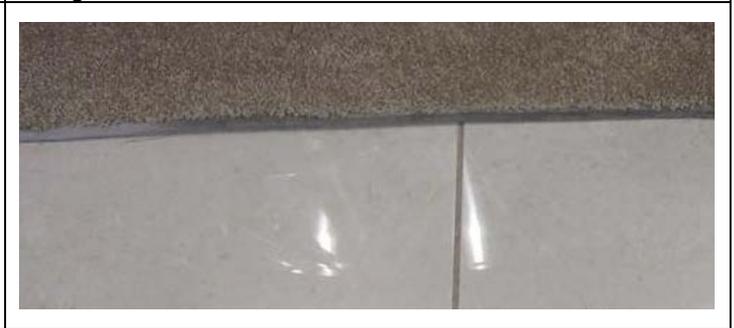
DS front side-out extended showing a daylight gap. The gap is large enough to freely allow wind and bug passage. Not much point in having dual-pane windows with such gaps.

In this photo I lifted the carpet to find the light source and noticed debris including metal shavings that may be left over from manufacturing or due to slide-out metal damage. I cleaned up this debris.



Outside edge of slide-out framing on RV, under the slide-out. 3 screws holding nothing imply something is missing.

Stained edge of carpet near the refrigerator. Was this stain caused by the slide-out gap that allowed outside elements inside? There is no evidence of a refrigerator water leak.



Dinette table

The L-bracket limit-stops under the extending dinette table are too short, causing too much pressure on the unreinforced soft wood cabinet face frame when the table is pulled out. Additionally the toenailed screws weakened or split the wood, which had already happened in our brand-new rig. This repair required just some glue and clamps. Later I will reinforce the face frame and install longer L-brackets with felt pads.

Photo showing the L- bracket under the table while repair underway.

The break location is in line with the bottom edge of the "L" bracket and the toenailed screw.



Wet bays

Tiffin has done a good job of sealing the basement from outside pests. One exposure point adjacent to the storage basement is the wet bay opening for the sewer hose. The hose can create a rodent highway. The sewer hose opening, if sized correctly, should allow easy hookups and also prevent unwanted entry. Getting it just right can be difficult due to the alignment of the various elements. This can also provide a quick gauge of workmanship.



Here is a photo showing the misaligned wet bay penetration with a dump pipe extension. Some RV'ers make a rodent barrier using foam rubber or cutting down a plumber's helper into a large rubber ring (as shown here by the arrow) that can fit into the gap. Unfortunately, the misalignment does not allow for such a solution in my RV. As an alternative, I custom-made a two-piece fiberglass plate that wraps around the drain hose or extension inside the basement.

The wet bay access plate is secured with excessively long self-tapping screws that will easily destroy drain hoses. This is an example of poor end-user engineering as sewer hoses are a thin wall vinyl. I will correct this with correctly sized stainless steel screws and locking nuts.

Another wet bay item that caught my attention is the angle of the fresh water tank drain pipe. It appears to be creating a stress point at the tank connection point; that with time could fracture the water tank. I need to investigate this with Tiffin to determine if there is a design reason.



Moving On - Motorhome discoveries

Eyesores

Here are two eyesores that I see every time I walk past the kitchen area. In my mind, they are reflective of workmanship, as you can see in the pictures.



Panel opening for TV cables at the mid-TV set adjacent to the refrigerator. A rather oversized and unspecific hole cut to accumulate a few cables. A smaller opening and/or some wood trim would have made all the difference.

I removed the small kitchen cabinet roll-out drawer to the left of the microwave oven. The height of the drawer with its pronounced front hinders contents viewing. Additionally, removing the drawer provided more space. Unfortunately, the numerous nails used for a spacer damaged the face frame. Wood filler was used at the factory to fill the voids in the front. The rear (not visible) is split out due to nail gun overuse.



It's the little things...

Decorative wood screw caps

There is considerable inconsistency in the use of the decorative wood caps normally placed over screws. Several were missing in various locations, and one vent had none at all. I will call Tiffin Parts and request two dozen. Here are some pics:

Vent under shower area had all the wood screw caps. However top fasteners were screwed into nothing. Here I am putting my fingers into a gap at the top. I removed and repositioned this vent so the 4 screws could do their job.



Heater vent under washer stack with the right lower corner screw cap missing.



Bed headboard with missing wood screw caps.



Closet base trim. Should or shouldn't there be caps? Same question for above the refrigerator?



Ceiling wood Trim

There are small areas in the coach where the wood trim finish is inconsistent or flawed. The following friction point between the DS slider behind the driver and the ceiling trim demonstrate how close the spacing is. Tiffin Service told me the fix for this is to file or sand the top section of the slide-out's trim piece at the contact location; which I did. Now all I need is a fix for the trim finish.

Trim with rubbed finish.



Close up view. I am going to ask Tiffin for matching wood stain.



More cracked tile

It's funny how when you go looking for something, you never find it. And when you least expect it, you stumble over it. This sums up finding another cracked tile while vacuuming the floors. I am not sure if I want the hassle of another tile repair when the first one took so long. This one is in the doorway leading into the bedroom. Oh joy...

A very thin crack indeed. About 4" long. I would expect this to eventually expand to the other edge of this tile.



On the roof

I noted the following on the roof after bringing our new rig home. It looks like a grinder or something rubbed some of the rear cap fiberglass away. In the next two photos these scratches look like someone did a layout on the roof. One of the "groves" travels parallel to the roof of the DS towards the front of the coach. Its tops near the vents where it turns inward and another continues on to the front cap. Additionally, the paint below the ladder on the right side has scratches or cracks (not shown).



Minor roof "markings" or groove near the ladder attachment points.	Additional roof "markings" scratched into the surface near the rear DS corner.
	

What were they thinking?

Here's a short list of head-scratchers.

HepvO sanitary waterless traps

As I continue to inspect our new motorhome I am struck by inconsistencies. One noted item is the use of HepvO sanitary waterless traps in the kitchen sink, shower and laundry drains. (Thank you Tiffin). However, for the life of me, I do not understand why traditional wet traps are used at the two bathroom sinks. By using traditional wet traps one must ensure adequate water is present at these locations, or else gray holding tank smells can enter the coach. The owner's manual does not discuss the HepvO or non-HepvO locations.

Mid-bathroom sink with a wet trap.	Heater vent under washer stack with 3 out of four screw caps.
	

Passenger computer drawer and stairs storage drawer

These two drawers are not secured with a latch or automatic closure sliders. The very first time we drove this RV, both front drawers would fly open at any bump. Closing the stairs drawer is a real pain from inside the coach as you must either step past the drawer or bend down to the point of falling over to close it from above. These were the very first things I "upgraded" with Velcro at the back of each drawer. Later, I will obtain "Soft Close Full Extensions" from a local cabinet shop or Amazon.

Automatic throttle governor? This drawer auto-"magically" opens each time I accelerate, and it closes when I take my foot off the throttle or slow down.	The photo shows a solution using Velcro applied to a wood spacer strip mounted on the back of the drawer. Velcro was also applied to the rear of the drawer shell. Pushing in the drawer meshes the two Velcro segments holding the drawer in place.
	

The drawer in the steps also opens randomly while driving.

A strip of 1/2" wood was attached to the drawer back to fill the void between the drawer and the rear shell. Velcro strips were then applied to the wood and the rear shell.



Roll-out drawers

The kitchen roll-outs above the sink are not cut with a deep enough curve so that a short person can see into them without standing on a stool. I am sure Tiffin did this to keep items from falling out when the cabinet doors are opened. A clear front plastic strip would improve this situation. As a side note: Expect to adjust cabinet door alignments and to remount/adjust shelf standards.



Long-neck kitchen faucet



At the kitchen sink the long-neck faucet obstructs access to the adjacent window and counter corner space. A shorter, single-hole fixture with integrated extendable spray nozzle would be cleaner than the three holes required for this fixture, and require less labor to install.

Additionally the light and speaker to the upper right of the sink prevents using this perfect location for a hanging paper towel rack. With that said, the under cabinet lighting is bright and plentiful.

Half-bathroom door

The mid-span, half-bath door swings in such a way as to make access difficult when the slide-outs are in. You must walk past the bathroom door into the bedroom before you can turn around and open the bathroom door, then walk back toward the front. A right-hand hinged door may have worked better. This is also a problem with the slide-outs extended and the bedroom sliding door closed. Miramar solved this issue with a sliding-swing door that slides halfway into the bathroom when opened.

Shower doors

It would be helpful for a device to lock the shower doors open safely during travel. This would allow travel with a cat box in the shower enclosure.



Entry steps

The Phaeton owner's manual states on page 9-5, item 4, that the steps can be locked in a retracted position. I found this does not work. Additionally, Tiffin Service at Red Bay told me the manual is incorrect. This is also counter to the Power Step 875 manual. I can lock the steps in an extended position without issue, but I need to lock them in, so I can park close to street curbs. Otherwise when I dump the air bags to level the coach, I could damage the steps or the coach.

In the TRVN forum I found discussion threads on this issue but no clean solution. I called Tiffin parts and they sent me another step switch (thank you), which I wired in-line with the door jamb step switch.



Installing my own override switch was facilitated by a firewall plug that allowed me to pass a new wiring harness into the driver's side under-dash area. I installed this second step switch in a spare dash switch location. Now I can drive and park with the confidence of being able to lock the steps in.

Closet lights

The lights in the closet are nice, but the lack of control over them is not; they come on whenever you open the door, whether you want them to, or not. I installed a light switch inside the door, but a better location would be with the sink light and water pump switches already on the other side of this closet wall.



Ignition switch placement

I am rather short at 5' 7". This requires me to bring the seat forward. In doing so, the driving position places my knee near the ignition switch. Making matters worse is the rather long key with a half inch of wasted length. If I had my way, the ignition switch would be relocated. I have nearly broken the ignition key off when sliding into the driver's seat, when I failed to remove it beforehand. As a compromise, I had shorter keys made at my local locksmith shop for \$5.

Original key extends over 2" from dash board	Cut-down key is about 3/8" shorter.
	

Front seats

The new Flexsteel seats with integrated seatbelts are nice looking and functionally better than the old seats with detached seatbelts that extended to the coach walls. Unfortunately, the “one size fits all seats” are made for larger occupants. The tall seatbacks also limit the passenger seat recline angle due to the near proximity of the PS slide-out. The recessed center section provides no lower back support. Additionally, the seatbelt cuts into the side of your neck since, like the seats, they were designed for a larger physique.

Close proximity of the passenger seat to the slide-out. The seat position is full forward. While it is difficult to see in these pictures, there is little to no recline space available.	Tall seat. Due to seatback height issues and seatbelt neck pinch, my wife uses pillows to sit on and support her back. Inquiries about having the seats modified have so far failed.
	

Kenwood KDX570 radio/nav system

Where do I start?

1. iPod/iPod audio input(s) and USB cables not installed requiring radio removal.
2. No convenient dashboard location for the iPod/iPod audio input(s) and USB cables.
3. The “Bluetooth” microphone was plugged into the wrong connection port on the back of the radio.
4. Directly below the radio is a Tiffin-installed USB charging receptacle. Why doesn't Tiffin use the radio to feed this USB port with an added 3.5mm audio port? The alternative now is forcing us to create our own connection ports in the dash or let the cables lie on the floor.
5. Why doesn't Tiffin wire in a roof top camera to the unused video input on the radio or to the camera monitor system? This would allow us to see low hanging branches.



Temporary owner-installed connections to radio for iPod use.

Propane tank

While propane usage has not been a concern in the past, I wanted to install a three-way adapter on the propane tank for my external BBQ and an external auxiliary propane tank, if needed. However, space is limited in proximity to the propane tank outlet. The best solution would be a Tiffin installed assembly for BBQs. Lacking that, allowing more space for such a connection adapter would be helpful.

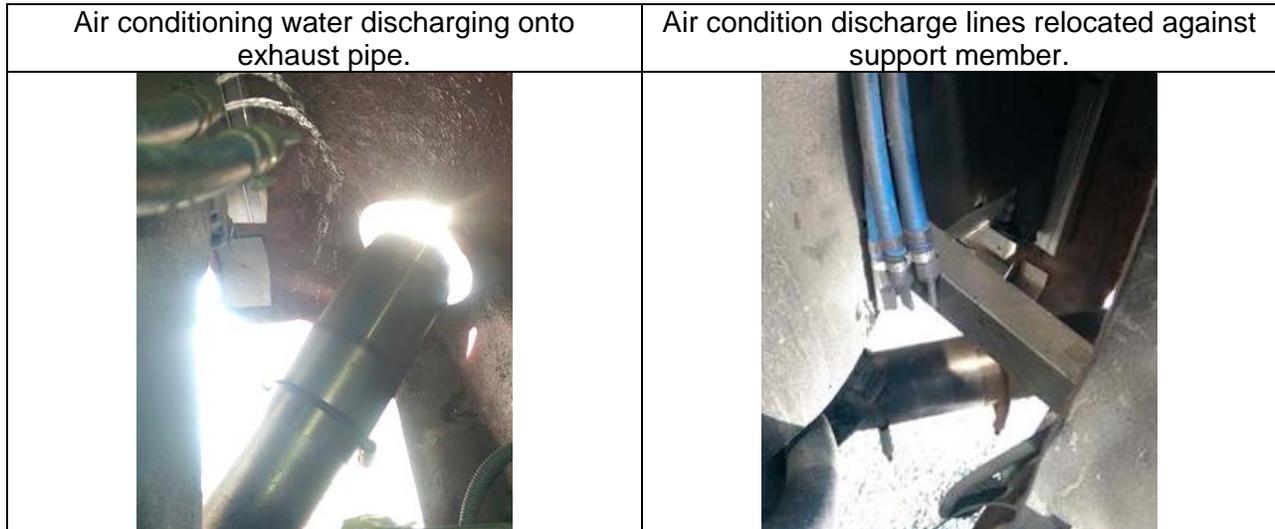


Circuit breaker panel door

I have found the closet-housed Power Control System AC circuit breaker panel door does not stay closed on its own. The plastic lock is too pliable and will not latch, causing it to fall down and interfere with the closet doors. I used Velcro to resolve this issue.

Air conditioning drip lines

The air conditioning drip lines discharge directly onto the exhaust pipe adjacent to where it vents to the rear of the coach. While I am no expert, water and metal are not a good mix. Even when the exhaust system is cold, discharging the water onto the pipe and clamping bolts will only lead to corrosion. For the present time, I have relocated the discharge tube against a rear support member, allowing the ac discharge to fall to the ground.



TV HDMI distribution system

I am not going to discuss the fast-changing technology here, but rather make an observation that may benefit others.

Our QBH has 4 TVs. We don't need four, but they are there nonetheless. When we dry camp, I strive to eliminate all unneeded electrical drains. I know from experience in our old fiver that my wife and I can watch TV and use our DVR and lights for 24 hours without drawing our battery plant down to 50%. Not so in this Phaeton, where we have additional loads including the residential refrigerator. In their quest to provide an uncluttered, turn-key system, Tiffin provided reachable power (ac) receptacles for the TVs, but buried each TV's HDMI receivers (2 per TV) in difficult-to-access locations. The HDMI receivers and extra TVs don't consume much power individually, but in total, their system drain adds up with time.

To reduce unneeded electrical usage, I installed individual power strips with on-off switches at each TV location so I can turn off unneeded vampires. Doing so required digging out each of the HDMI adapters' ac converters. Furthermore, labelling each one also allows unplugging specific devices and facilitates troubleshooting problems. I did not address the HDMI video drop-outs I encountered with the front TV in this writing. But it is something I may post to the Tiffin RV network forum, as I am sure others have encountered the same issues.

Documentation

On numerous occasions I have called Tiffin Hqs for electrical diagram information: "Where does this wire connect? Why does the hydraulic leveler with one slide-out work with the ignition switch in either the accessory or on position and the three remaining non-hydraulic slide-outs only work with the ignition key in the on position? Please advise where the electrical connections from the ignition key are located." I really want electrical layout and connection information. But for the most part, I have been unable to obtain it.

Let me say that the folks at Tiffin I have communicated with are very nice and customer focused. And I understand that this motorhome is an incredible mesh of systems from various vendors into a complex rolling package. With that said, I have found it disturbing that the support staff I have spoken to are unable to access the electrical drawings to answer my questions. Sometimes I get "we will send an email to the responsible engineer, but we don't expect an answer". Two years ago I almost purchased a 2012 QBH and at that time, I called Tiffin to request an electrical layout. The engineer I spoke to was very helpful, and after a few weeks, she emailed me a PDF with the coach wiring diagrams. I remember her saying that she had to request information from various departments to compile it for me. At that time, I didn't understand how hard she must have worked to get me that comprehensive diagram; but now I do. As a product owner that prefers to know all that I can about my motorhome, I find this situation unsettling. My purchase decision may have been different based on what I now know about the absence of meaningful information.

Tiffin provides a comprehensive owner's manual that pulls together owner information for many subsystems. But there are errors or inconsistencies, and big gaps for do-it-yourself (DIY) hands-on owners. A rather innocuous example is where does one find detailed windshield wiper switch operating instructions? Check it out, neither the Tiffin or Freightliner manuals provide specific switch operation information, let alone wiring diagrams.

Summary

With the exception of the original tile repairs, I had not requested warranty service until a recent propane regulator problem. However, I have called Tiffin for information when correcting situations on my own. They try to be helpful, but it is often difficult to get to the correct, knowledgeable individual. I know much of what I wrote is nit-picky and disjointed. But I purchased my Tiffin based on their reputation of providing a quality product and good support. So I've been a little deflated by my experience. Lack of nearby Tiffin and a Freightliner Oasis service centers are also factors.

Doing my own repairs helps me become familiar with this behemoth. Knowledge is empowerment; which is a comfortable feeling while on the road. Allow me to cite an example that I encountered last month when I went to the truck scales. While driving the interstate, my air pressure gauges suddenly dropped to nearly zero PSI. Then just as suddenly they swung back to their normal readings. A few seconds later I noticed the fuel gauge was on empty, even though I had filled the tank the previous evening. Immediately I knew I had an electrical problem as the air gauges continued their dance. Two hours later I returned home and promptly called the Freightliner Helpdesk where a knowledgeable staff member took my call without delay. Based on my observations he suggested I take my RV to the Oakland Truck Service Center, some 60 miles away or the Sacramento Oasis center, at twice the distance. Since this was not practical at this time (i.e. no gauges), I asked him to explain how the instrument cluster operates. After a brief lecture, I removed the instrument cluster and started checking connections on the daisy chain data interface to the Freightliner light bar until I found the loose connection. My point here is twofold. One; I was able to reach knowledgeable assistance promptly at Freightliner (unlike Tiffin). Secondly, I was helped quickly in a manner that resolved the issue easily. To me, this is service of the highest level; and it saved time and money for Freightliner and me.

Updates:

September 29, 2014, update – propane leak and more:

My DW and I just returned from our maiden voyage. San Jose to San Diego California, and points in between over a three week period. Eleven hundred miles and five RV parks. The Phaeton ran perfectly. Unfortunately, the propane regulator failed the one time we needed it; leaking propane out the vent hole. A quick email to Tiffin and our Tiffin rep requesting a new propane regulator resulted in very prompt acknowledgements and multiple solutions.

Additionally, on this trip:

- A ceiling LED light failed
- Window weather-stripping became loose or frayed.

- The bottom front DS slide-out rubber gasket stopped correctly deploying with the slide-out.
- The monitor for the side and rear cameras started changing brightness as we motored down the highway.
- I found loose bed “parts” under the front cabin folding bed
- We encountered a broken HDMI cable.

All of which are minor concerns. I have yet to advise Tiffin of the issues except for the camera monitor and the propane regulator failure as the others aren't safety concerns. But I will do so in the near future with this paper and arrange for dealer repairs, where applicable.

Misc parts found under the front cabin bed.	Broken HDMI cable.
	

Frayed window weather-stripping on one window in various places on the bottom edge.	Dead LED ceiling light (center bulb).
	

DS lower slide-out gasket is stuck/caught such that it does not fully deploy.


October 1, 2014, update - DMV preparations:

Tomorrow at 8AM, after a month of waiting, I was due at our California DMV office for safety and driving tests to obtain the required driver's license endorsement (class A or B noncommercial) for California. This is a requirement in most states due to the length of our RV at 41', bumper to bumper. Without it, I was in essence; driving without a valid license and my insurance coverage (AAA) was at risk. How the dealer can legally (assumed) allow me to drive off the sales lot with just a class C is beyond me.

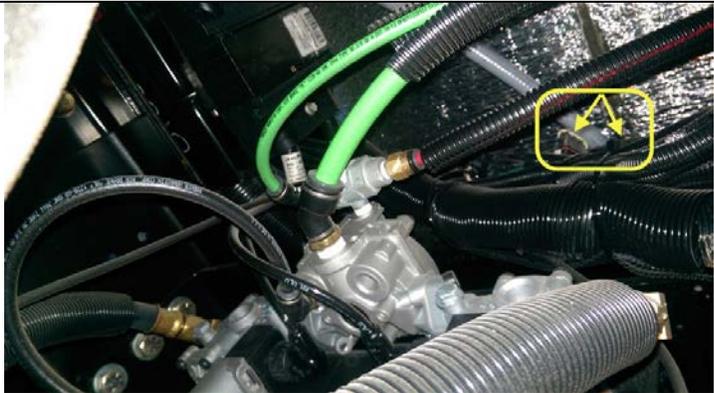
In preparation I performed a safety inspection and found an unsecured frame bolt adjacent to the generator/steering box, and discovered that the mid-span turn signal lights (in front of the rear tires) were wired backwards. Either of these two items, if noted by the DMV official during the vehicle safety inspection would disqualify me from advancing to the next licensing step until they were corrected. Since I had less than 20 hours before my DMV appointment, I called Tiffin and Freightliner. Freightliner advised the mid-span turn indicators were a Tiffin (coach) responsibility. As for Tiffin, I waited in the service department phone queue for what seems like hours, but was only 30 minutes before I selected the option to leave a voicemail callback message. Unfortunately, upon selecting this option, I was disconnected...Gotta love phone trees.

SO I called our district Tiffin rep. He called me back a few minutes after I left him a voice message. I described the situation and my need for wiring information from the factory. A short time later he called advising the connectors were most likely reversed, and of their location behind and above the rear axle.

I parked the rear passenger wheels on the raised road curb to obtain enough clearance to crawl under and locate the incorrect connections. I found them bundled up and tie wrapped in a most inaccessible location atop a frame member above the rear air brake system. There was no way I would be able to directly reach the connectors. I tried every imaginable idea including hooks on sticks, two-foot long needle nose pliers, wiring snakes and will-power. I tried repeatedly. It was nearing 3PM when I gave up trying to do the right thing and made a cross connect harness to patch the turn signal lights to the wiring on the other side of the coach. Thirty minutes later I was done.

This should never had happen if proper factory QA had been performed; if the dealer had performed a safety check during PDI; and/or if I had closely inspected these turn indicators in the previous weeks. As it was, and as the bottom photo on the left shows, some of the light bulbs weren't even plugged into the light fixtures.

<p>Is this grade-8 bolt falling out for a reason? Located just in front of the steering box, under the driver's seat. A lose bolt like this would have failed the DMV safety inspection.</p>	<p>Metal support for the front DS fiberglass front-end under the headlight There is no evidence of this metal bracket holding anything. Wish I knew someone with a Phaeton that I could check.</p>
	

<p>This is how I found the DS mid-span marker lights. I had to remove undercoating foam just to plug them in, only to learn the turn signal wiring was incorrect.</p>	<p>The mid-span marker light connectors are above, near the reflective floor insulation, far out of reach.</p>
	

October 5, 2014, update - more tile flooring issues

Tomorrow or the next day I hope to get a call from the San Jose authorized Tiffin RV repair shop where the propane regulator will be replaced and the gas pressure verified. Another action item to cross off my list.

So, today I am cleaning and polishing, getting ready for either winter storage or our second trip. Upon washing the floors in the main cabinet I notice some places in which the tile appears dull, perhaps from something spilled. Upon closer examination the tile appears as if sandpaper has been taken to the finish. A few feet away I noticed another and another spot, all along the DS slide-out. Each one is about 5 inches long and perhaps 1/2 wide. I lift up the DS slide-out carpet adjacent to a floor marking and find a white roller for the slide-out. Seems each of the slide-out rollers is destroying the finish on the glazed tile when the slide-out is retracted. When I look closer at the rollers I see they are impregnated with metal filings. My guess is that the filings are from the coach construction. I guess there is enough movement between the coach and the retracted slide-out when motoring that the hard plastic rollers act like sandpaper. I can only imagine what this tile floor will look like in 20,000 miles based on how it looks now with 3,700 miles; of which only 1,100 are ours from the first trip. This is not good.

A difficult to photograph tile blemish that repeats adjacent to each DS slide-out roller.	Picture of a DS slide-out roller showing the debris (metal, dirt, sawdust, wiring discards, etc. Is this debris destroying the tile finish?
	



Front edge under the DS slide-out showing leftover construction materials and a raised screw lifting the slide-out leading edge by the driver's seat. This screw explains part of the air and light leak at this location as it has pushed the plastic edging material and carpet up off of the floor. Doesn't anyone check at the factory?



Repairs and warranty service items action list:

Many of the defects noted in this paper require correction. *Most are being communicated to Tiffin for the first time via this paper. A few items such as the original tile chips and the leaking propane regulator were previously communicated and received very prompt attention by the Tiffin District Manager. **Some defects corrected by owners. ***Owner to correct or enhance by requesting materials from Tiffin. ****Item(s) to be attended to when owner takes RV to an Oasis service center. Question marks (?) indicate unknown status and or warranty coverage.

Description	Warranty item	Status
Propane regulator	Yes	Completed
Engine hatch chipped tiles	Yes	Completed
DS front slide-out air and light leaks at the front and back edges	Yes	Tiffin to inspect
Bad ceiling LED light in main cabinet	Yes	Tiffin to inspect
Tile marring at front slide-out rollers	Yes?	Tiffin to inspect
Roof lines spanning the coach edges. Cracks or old pencil lines??	Yes	Tiffin to inspect
Unsecured bracket at DS fiberglass front-end under headlight	Yes	Tiffin to inspect
Incorrect fasteners	??	Tiffin to inspect
Cracked tile at bedroom door entry	Yes	Owner decline for the present
Roof lines spanning the coach edges. Cracks or etching pencil lines??	Yes	Tiffin to inspect
Rear cap gouge	?	Tiffin to inspect
Window weather-stripping became loose or frayed		Tiffin to inspect
Window adjustment on difficult to open windows	Yes	Tiffin to inspect
Main awning deployment; sometimes hangs on PS topper	?	Tiffin to inspect
Driver's instrument cluster failure	Yes	**
Entry steps lock-in feature per owners' manual not working	?	**
HWH hydraulic system leakage	Yes	**
Broken HDMI cable.	?	**
Air conditioning drain lines discharging onto exhaust system	Yes?	**
Unsecured rear bumper-vent	Yes	**
Broken dinette table cabinet face frame	Yes	**
Reversed mid-body blinker lights wiring.	Yes	**
Inefficient TV cabinet electronics bay cooling and fan noise	?	**
Kenwood stereo incorrect Bluetooth microphone cabling	Yes	**
Kenwood stereo USB and audio cabling extensions	?	**
Cabinet and basement doors adjustments	?	**
Wet bay sewer hose opening ring secured with long sharp screws	?	**
Front passenger drawers opening (no retainers, etc.)	?	**?
Unsecured bolt in DS front frame member	Yes	**?
Front TV picture loss over HDMI system (drop-outs when using PC)	?	**?
Missing decorative wood screw caps	Yes	***
Marred wood stain finish	?	***
Triple Vision monitor changing brightness with each road bump (Owner will verify electrical ground connections)	Yes	***
Power steering reservoir oil leak	Yes	****
Spyder remote control incompatibility with Dish Networks DVDs	?	?
Front cabin bed parts found on floor	?	?
Exhaust odor randomly entering coach	Yes?	?

Additions since sending this paper to Tiffin

Description	Warranty item	Status
Rear ac unit does not product heat. (heat pump function).	Yes	Tiffin to inspect
Loud front banging when doing over road bumps expansion joints (lose shocks? Etc. Sounds like frame members banging each other)	Yes	Tiffin to inspect
Front PS front gasket sticks out from the slide when the slide is closed	Yes	Tiffin to inspect
Front DS compartment door upper section not closing all the way allowing water to enter.	Yes	Tiffin to inspect
Additions added Nov 28, 2014 (from the following sections)		
Outside entry step unit failed. Steps collapsed under me.	Yes	TBD
More roofing issues, including antenna leak over kitchen LED light	Yes	TBD

And the beat goes on – Nov 27, 2014 update and new issues

Mr. Tiffin responds

With my mailing of this paper to Mr. Tiffin and Tiffin Motorhomes corrective actions, I thought I would be finished. In fairness to everyone, I feel compelled to provide an update. Sorry to be verbose. But the many emails I have received from other Tiffin others and potential Tiffin buyers revealed significant interest and is turning this summary into a living document.

I emailed a copy of the original version of this document to the Tiffin factory representative (Phillip H.) on the same day I snail-mailed a hardcopy to Mr. Tiffin. The following day Phillip sent me a prompt email to coordinate his visit to inspect our RV. A few days later Mr. Tiffin called stating they would correct any issues and he thanked me for “my book”. I was very pleased with the timely acknowledgements.

On November 13, 2014, Phillip arrived at my home at 10 AM. In the following 3 plus hours, he inspected the RV, reviewed my issues, did a road test and documented his findings. Additionally, while mounting acoustic microphones on the front frame rails, Phillip noted a leaking front left wheel inner seal. FYI, the loud banging sound coming from the front of my RV when crossing bumps such as road expansion joints is caused by the front overhead TV rubbing against the wood frame. Thank you Phillip.

Coach vs Chassis

Understand the motorhome major systems consist of the chassis and the coach. While the motorhome is a Tiffin coach, it is built on a Freightliner chassis. The leaking front seal, like the leaking power steering reservoir is a chassis issue. After discussing the need for chassis service, Phillip recommend a Freightliner repair service in north Sacramento and one in Oakland. A phone call later I was scheduled for Nov 20th in Oakland.

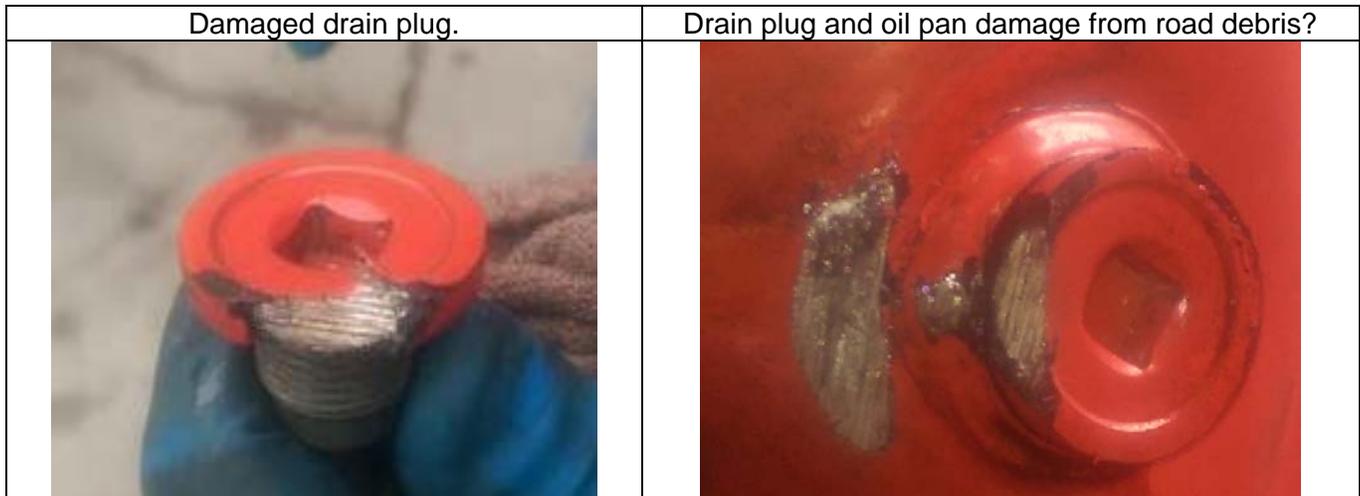
In the meantime Phillip put together a service ticket and sent it to the local San Jose authorized Tiffin repair facility (Leale's) where I expect to drop off my RV in the first week of December.

An Oil change with an oil pan replacement

As for the chassis service, it was a long day at the Oakland Freightliner Truck Center. I went in for a front wheel seal replacement (warranty item) and our first oil change with just 3,800 miles on this new beast (only 1,100 miles were ours). Arrived at 7AM and departed at 10:30PM with a new oil pan. There has to be an

easier way to change the oil. Cummins also installed a new engine block stiffener plate. Oh joy – now an oil change requires 3 more quarts of oil. Can you believe 27 quarts including the oil filter?

See the picture below and you will understand the oil pan R&R. No other marks or damage anywhere else on the bottom of the rig, frame members, etc. Unfortunately, the impact was strong enough to create a crack that wasn't leaking yet, but just to make sure... Even with the Cummins warranty paying for the oil pan repairs; it still cost me over \$400. Warranties do not cover the fluids such as oil and the routine maintenance items such as the oil and fuel filters.



We also found the power steering reservoir leak that I noticed within the first 15 miles of ownership. I still don't know how Happy Daze RV could have transported this coach between Sacramento and Livermore, and to a RV show(s) without it leaking.

The leaking power steering reservoir is covered by the Freightliner warranty. But since the repair center did not have the oil ring in stock, I would need to bring my RV back to the Oakland repair center for servicing when they receive the O-ring. I was told that warranty work must be done at an authorized repair facility. And that they could not order the O-ring under warranty and mail it to me for a customer install. Let's see, diesel costs \$4 per gallon, a round trip is about a 110 miles. So the O-ring replacement under warranty would cost me \$44 dollars in fuel. Whereas the expense to purchase an O-ring was \$7 plus \$7 in mailing costs just to buy and ship it to me. This was an easy decision. But I think Happy Daze owes me \$14.

The front left wheel seal was rather straight forward. Based on the oil and dirt buildup on the inner wheel rim, it was old, predating my July 1st purchase (in my opinion). Again, this should have been seen and corrected before my purchase.

By now it should be clear to all readers of this paper that an RV dealer is usually a coach shop. That is, they sell motorhomes and repair the coach, but few are authorized chassis service centers. As a result, they don't seem to notice chassis deficiencies, which can be dangerous for new owners.

Tiffin includes significant chassis documentation with every RV. It is a lot of material to absorb. Somewhere in the Freightliners Owners' manual are servicing recommendations. To be honest, I read it, and recalled a 6 month initial service, to be followed by a regular service interval based on mileage and/or months (12) of service. Based on my observations, not only do you need to be vigilant, you need to inspect every component as soon as possible and have the RV serviced by trained personal. Before I drove my RV to the Oakland service center, I checked the front left wheel bearing oil level and found it nearly dry. I added gear oil before driving to Oakland, but this bearing could have gone dry in my initial shakeout trip to San Diego. With 4 cats this would have been lots of fun.

Nov 28, 2014 – Floor issues and Entry Steps Failure

Roof bubbles or delamination?

Today's clear skies and warm weather allowed me to inspect the roof and take updated photos of the "scratches" that run across the rear from the ladder area to the driver's side, then along the left roof area to the front cap. Unfortunately, while conducting my inspection I noticed two roof areas with bubbles, possibly delamination or separation of the fiberglass roof top coat from the wood sub roof. While these areas are rather small, they could be the start of something bigger. Regardless, they need to be documented for warranty support and inspected by someone that knows what to look for. Since I am taking the RV in for coach repairs next week, I sent an email with supporting pictures to our Tiffin factory representative.

This following picture shows a valley in the roof area adjacent to the rear cap on the left and a spongy bulge denoted by the arrows. The bubble height is about half an inch.



Entry Step Unit failure

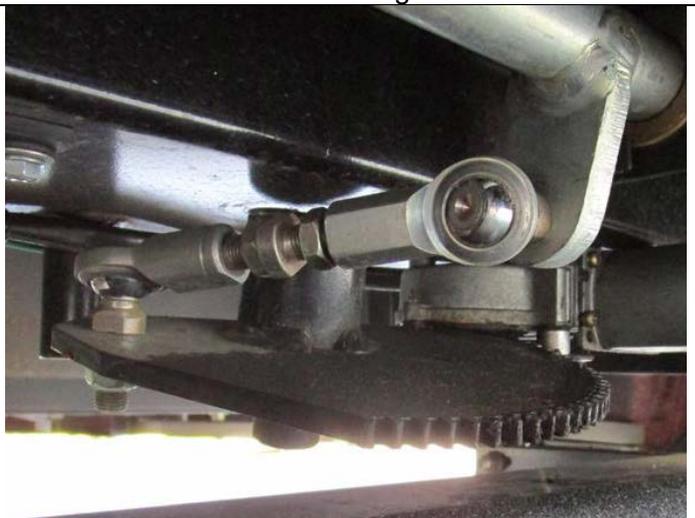
Today, while taking slide-out roller photos for adjustments (see the discussion in the following section), the entry steps folded inward when I stepped on them. Afterwards, the steps would not move on their own and made a gear grinding noise until I turned them off. The following photo was taken after I pushed them in to a near stowed position. Since I am taking our RV to Leale's for service next week, I again sent an email with supporting pictures to Phillip, our Tiffin factory representative, requesting warranty repair authorization.

For safety reasons I will tie the steps in this stowed position for travel as they can extend on their own.

Dead steps after they collapsed. Almost took a header on the steps.



The main gear is deflected about 20 degrees as the bolts/shaft is gone.



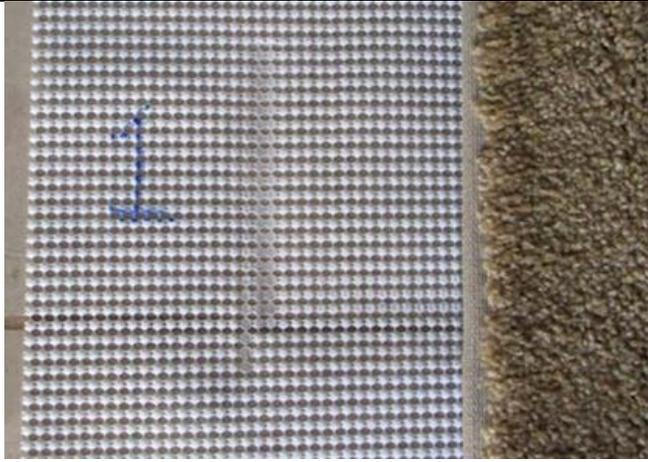
Driver's Side Slide-out adjustment discussion

Previously in this paper I wrote about tile marring due to the driver's side (DS) slide-out rollers. When Phillip inspected our RV he noted the roller impressions in the non-slip shelf liner I had placed on the tile floor to protect the tile finish.

Based on the lack of uniform impressions for the eight rollers he advised a slide-out adjustment of the rollers. While the marring in the finish would not be stopped by the adjustment, better distribution of the load is needed. Furthermore, the use of the non-slip shelf liner would help or minimize the damage the rollers are causing by their movement when traveling down the road.

In discussing the rollers with Phillip on Nov 13th, I told him of the lengthy dialog addressing tile marring on the Tiffin RV Network. I further advised of others with their analytical approach, some using duct tape to gauge the contact points and to reduce damage. One recent new 2014 Phaeton owner wrote me from the IRV2.com web site on this topic recommending Polyethylene Film Tape. In researching his suggestion I found this transparent film tape available from Amazon. I wonder if we can wrap the rollers with the film tape?

With all that said, Tiffin does not have a correction for this problem. From my recent research, many new Tiffin owners are encountering this common problem. I have read forum postings citing a Bob Tiffin statement that a preventive fix has not been developed. I do not know this to be a fact and will continue to watch for a Tiffin solution.

Front roller indentation behind the driver's seat. This rather thick shelf matting protects the tile and provides a visual gauge for roller loading.	Middle roller (4 of 8) showing small contact area. Rollers 7 & 8 showed no contact even though they are adjacent to the heavy refrigerator.
	

TV electronics cabinet update

Previously, I wrote about the TV electronics cabinet in the top of the bedroom dresser. Since reworking this area I felt the HDMI spitter/distribution box still operates at too high of a temperature to ensure a long useful life. I have since added an Infinity AI-CFS80BA Single 80mm silent fan I obtained from Amazon

http://www.amazon.com/gp/product/B009COAEUG/ref=oh_aui_detailpage_o06_s00?ie=UTF8&psc=1

This silent fan operates on a low DC voltage typical of the USB voltage standards now common. It also comes with a small AC to USB DC converter that uses USB connectors, allowing one to connect multiple fans to the common AC adapter or to a USB port on the Blue-Ray player or a Dish/DirecTV receiver. So with a little double sided tape I attached the fan directly to the HDMI box that now operates considerably cooler. I have not added a fan to the HDMI splitter for the Blue-Ray unit as I rarely turn it on.

New low speed silent fan, about \$17 from Amazon.	Fan mounted to HDMI splitter/distribution box with double sided tape. Air direction blows air into HDMI box.
	

Passenger computer drawer and stairs drawer update

Previously I wrote about putting Velcro on the back of these drawers to keep them in a closed position when the RV is in motion. During Phillip’s visit he explained how correctly adjusted slide rails should prevent the drawers from opening.

The photos below show the ends of the drawer slide with friction catches. The idea is that the jaws on the drawer mounted hardware will bite or catch the protruding tab at the end of the cabinet mounted hardware. For this to operate correctly, the two slider sections must be correctly aligned. That is, the drawer mounted hardware must be correctly fastened to allow the drawer to fully close at a depth where the jaws engage and retain the tab. Clearly the installer did not do this for my drawers. But, as I found out upon removing the drawer mounted rails, it wasn’t for not trying, as there are various screw holes from repeated adjustments.

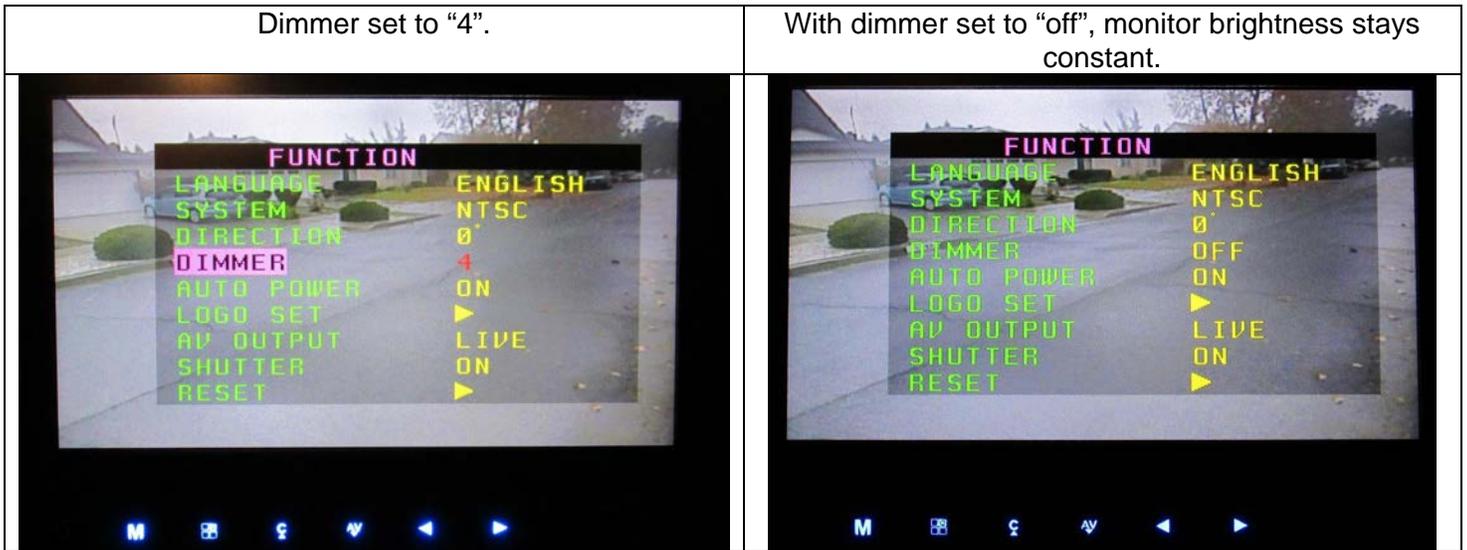
Using calipers, I estimated the correct mounting points, which varied from side to side of the drawers as the cabinet hardware was mounted at different depths from the cabinet face. Now there are more unused holes in the sides of the drawers. But the catches in combination with the Velcro provide a secured drawer.

Drawer mounted rail with protruding jaws	Cabinet mounted half of the slider that must fit into the jaws on the drawer mounted rail.
	

Triple Vision Backup monitor update

In my Sept 28 update, I noted the TripleVision “monitor for the side and rear cameras started changing brightness as we motored down the highway”. In researching this issue I found some postings by other Tiffin owners in which either the ground connection was at fault or the issue was corrected by a replacement monitor and adapter cable; and sometimes even the cameras. In most cases this was done while under warranty, within the first year of ownership. I tried calling TripleVision without success. Nor did I find there web site working. With Phillip’s information I confirmed a solid ground connection under the dash.

After verifying I had a good ground connection, I thought the monitor to be at fault. In checking the configuration settings I found an automatic dimmer setting set to a numeric value of 4. I changed this setting to off, and the brightness fluctuations stopped. While I believe the dimmer is light sensitive to perhaps the rear camera, I found leaving it off provides a stable image. With the dimmer setting on off, I did notice that headlights flared brighter than I liked at night during a recent rain storm.



December 14, 2014

When it rains, it pours

SO, yesterday, following two days of unusually heavy rain I decided to replace the defective LED light in the center of the front room ceiling. Our factory rep, Phillips, has been ordering parts based on this paper and having them shipped to my home. I am preparing to take the Phaeton and parts to Leale’s repair center where they have been waiting upon me for two weeks.

Replacing an LED is easy, as Phillips had shown me how. Just rotate the glass lens and pull out the LED array, then put in the new one. Ok - simple, except when you get wet doing so. The lens was full of water. There was a little on the floor, but it wasn’t noticeable until I looked for it. Upon removing the ceiling light fixture (3 little screws) I found myself looking at coax lines for the antenna directly above and the bottom of the fiberglass roof. I had not considered that the light fixtures were covering roof access points. Now I know. Unfortunately, in my wisdom of parking the RV unlevelled, to provide rain run-off to the side, it allowed the penetrating rain to follow the coax cables to the down-hill side of the insulation passage, where it could run towards the passenger sidewalls. So, I have no idea of how bad the leak is and how much water got into the coach. I just emailed Phillip. Another repair to add to the list.

Wet ceiling light fixture.	Rain water from the ceiling shown on a paper towel.
	

Driver's side leaking basement compartment door

We are catching water in the basement compartment under the driver's seat. When Phillip visited he inspected this feature showing me that the door latch was only catching on the first, not the second latch point. In addition to adjusting the latches, the door need an alignment adjustment as it protrudes at the top where the top of the door acts as a water catch basin.

Wet ceiling light fixture.	Rain water from the ceiling shown on a paper towel.
	