



IMPORTANT SAFETY RECALL

Dear Dealer:

This **Safety Recall Notice** is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act and is important for your safety.

Thor Motor Coach (TMC) decided that a safety defect which relates to motor vehicle safety exists in certain Tuscany models of motor homes.

It has been discovered that on certain model 2017 Ace, Hurricane, and Windsport Motorhomes, the hitch has the wrong weight label.

Dealers that have stock units impacted by this recall can access the full list of affected VINs sold to their dealership by accessing the "Service Campaign" portion of the TMC Advantage Web Portal. If any unit on this list has been retail sold you are asked to notify the retail owner as soon as possible of this recall because their vehicle was not registered at the time the retail notice was mailed. Please immediately register any retail sold units on this list. **As a reminder, you are required by law to complete this recall on any stock units in inventory prior to retail sale. Any vehicle lessor receiving this notice must forward a copy to the lessee within 10 days.**

Please find attached a copy of the notification letter. If you have questions concerning this recall, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, **or** by phone at *877-500-1020*.

We apologize for this inconvenience; however, we have taken this action in the interest of customer safety and continued satisfaction with our products.

Sincerely,

James Crosley
Director of Customer Service

Re: NHTSA Recall No. 17V-239



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 17V-239
Safety Advisory: RC000134

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

«Owner_name»

«Street»

«City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thor Motor Coach (TMC) has decided that a defect which relates to motor vehicle safety exists in certain 2017 ACE, Hurricane and Windsport motorhomes. As a result, TMC is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

It has been discovered that on certain model year 2017 Ace, Hurricane, and Windsport Motorhomes, the hitch has the wrong weight label.

***What we
will do***

TMC has contacted your selling dealer and has instructed them on how apply the correct label. This will be done at no cost to you the owner. The remedy should take approximately 10 minutes to perform.

***What we need
you to do***

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed.. If you have questions concerning this recall or if you need any assistance, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, **or** by phone at 877-855-2867.

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from TMC by contacting the **TMC Warranty/Service Department**.

If after contacting TMC Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,
Thor Motor Coach

James Crosley
Director of Customer Service
cc: National Highway Traffic Safety Administration (NHTSA)





Thor Motor Coach Recall Repair Instructions

Recall #	17V-239		
Description/Title:	2017 Class A LCI Hitch Weight Label		
Affected Product Line(s):	Certain 2017 Class A Motorhomes		
Service Campaign # :	RC000134	Released Date:	5/17/2017
Failure Code:	TMCRC80463V	Document Date:	7/25/2017
Time Allowed:	0.1	Document Revision:	B

Issue: The label on the hitch displays the incorrect weight rating.

Parts Needed: New hitch label — TMC Item number: 0394235

1. Locate the existing label on the hitch.



2. Make sure the existing label is free of dirt, debris, or any other substance that might interfere with the adhesive on the new label.
3. Apply the new label over the existing label.