



March 17, 2014

**VIA E-MAIL  
RECEIPT CONFIRMATION REQUESTED**

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
1200 New Jersey Ave. S.E.  
Washington, DC 20590

Re: Thor Motor Coach  
Defect and Non-Compliance Report

Dear Ms. Lewis:

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, we are hereby notifying the National Highway Traffic Safety Administration that certain motorhomes manufactured by Thor Motor Coach (TMC) were built with a defect that has been determined to be safety related.

- A. Recall Population and Vehicle Identification. The motorhomes built with the safety defect are as follows:

Brand Name	Model Name	Model Years Affected
Thor Motor Coach	Challenger	2013-2014
Thor Motor Coach	Tuscany	2013-2014
Thor Motor Coach	Tuscany XTE	2014
Thor Motor Coach	Palazzo	2014

These motorhomes were built between March 8, 2013 and August 8, 2013. The total number of motorhomes subject to this recall campaign is 241.

- B. Description of Defect. It has been decided that certain Frigidaire Microwave Models CFMV152CLB & CFMV154CLS manufactured between January 27, 2013 and April 10, 2013 in the serial number range KG30607951 through KG31600670 installed in the vehicles listed above may self-start and begin heating while unattended. If the microwave has something stored in the cavity and the microwave begins heating the contents while unattended, there exists a risk of smoke or fire inside the microwave. If nothing is in the microwave, there is no risk of smoke or fire due to this defect.

- C. Basis for Determining that a Defect Exists.

October 2013 – March 2014. TMC received several reports of Frigidaire Convection Microwaves that would begin heating while unattended. None of the incidents reported any fires external to the microwave, or personal injury. In cases where the microwave was empty no adverse symptoms resulted. In some cases on unsold units, the packing material included with the microwave ignited. The fire was fully contained

within the microwave. An investigation into the cause of the unintended operation of the microwave determined the population identified may have a quality defect with the touch membrane/keypad causing one of the three Easy Set Keys (1, 2, 3 – instant key settings) to engage the microwave for either 1, 2, or 3 minutes and then shut off. The defect is not known to exist with all of the microwaves in the population.

March 12, 2014. Out of the abundance of caution TMC in conjunction with Electrolux decided to conduct a campaign to notify the owners of the microwaves and repair the membrane/keypad.

Manufacturer: Electrolux Home Products, Inc. 10200 David Taylor Drive Charlotte, NC 28262

Contact: Chris Smith, Product Manager – Microwaves and Ventilation

- D. Remedying of Defect. The Recall campaign to be implemented by TMC to remedy the safety defect will be to repair the membrane/keypad component. As will be set forth in the owner notification letter, this defect will be corrected by TMC at no expense to the owner.
- E. Owner Notifications. TMC will notify owners of the motorhomes of the safety defect beginning in April 2014 pending NHTSA approval. The Owner's notification letter and repair instructions will be forwarded for approval within the next 30 days.
- F. Dealer Notifications: TMC will notify its dealers of the safety defect. The Dealer's letter and repair instructions will be forward for approval within the next 30 days. This letter will be transmitted electronically to the TMC dealer population.
- G. Quarterly Reporting Requirements. Thor Motor Coach will be filing quarterly reports as required by Part 573.7 of Title 49 the Code of Federal Regulations.
- H. Campaign Number. TMC's internal number is RC000088.

The enclosed information should comply with the NHTSA regulations and satisfy the obligations of TMC with respect to this recall campaign. If you need any additional information regarding the participation of TMC in this recall campaign, please feel free to contact me at 937-596-6849, Ext. 7363 or contact Mark Stanley at TMC directly at 877-500-1020 ext. 2095.

Sincerely,



David M. Mihalick  
Thor Industries  
Standards Compliance Manager