



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 The Canadian Motor Vehicle Safety Act and is important for your safety.

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

It has been decided that certain TMC motorhomes were built with defective Carefree awnings. The mounting bracket that secures the awning to the motorhome can crack and break apart. If the mounting bracket breaks apart, the awning can collapse and result in personal injury if someone is under the awning.

The required action is to remove and replace the awning mounting brackets on the defective vehicles. Please see repair instructions for campaign # RC000095 that have been supplied by Carefree. Carefree can be contacted at 1-800-621-2617. Please ask for the warranty department and they will assist you in the replacement of the brackets.

Dealers that have stock units impacted by this recall will have a list of affected units attached to this recall bulletin. 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 retail notification letter as well as the required repair procedure for this recall. In addition, instructions for claim filing have also been included. 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,

Andrew Van Shoick
Director of Customer Service

Re: NHTSA Recall No. 14V-
Transport Canada Recall No. 2014-