



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 14V-695
Safety Advisory: RC000095
November 10, 2014

IMPORTANT SAFETY RECALL

«Owner_name»

«Street»

«City», «State» «Zip»

This notice applies to your vehicle: «VIN»

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 2015 Model Year 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 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.

***What we
will do***

TMC has contacted your selling dealer and Carefree and they are prepared to fix your motorhome. The remedy will be to replace the defective mounting brackets with new brackets. This defect will be corrected at no expense to you, the owner. The repair should take approximately 30 minutes to complete.

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

You should contact Carefree immediately to schedule a service appointment to have the defect repaired in your motorhome. Carefree can be reached at 1-800-621-2617, when connected please ask for the Warranty Department. 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

Andrew Van Shoick
Director of Customer Service
cc: National Highway Traffic Safety Administration (NHTSA)

