

# Part 573 Safety Recall Report

# 16V-696

**Manufacturer Name :** Thor Motor Coach

**Submission Date :** AUG 22, 2017

**NHTSA Recall No. :** 16V-696

**Manufacturer Recall No. :** RC000122



## Manufacturer Information :

## Population :

**Manufacturer Name :** Thor Motor Coach

**Number of potentially involved :** 223

**Address :** PO Box 1486

**Estimated percentage with defect :** 100 %

701 County Road 15 Elkhart IN 46516

**Company phone :** 877-500-1020

## Vehicle Information :

**Vehicle 1 :** 2016-2017 Thor Motor Coach Chateau

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** Thor Motor Coach Class C Motorhome

**Production Dates :** JUN 16, 2015 - APR 29, 2016

**VIN Range 1 : Begin :** NR **End :** NR

Not sequential

**Vehicle 2 :** 2016-2017 Thor Motor Coach Four Winds

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** Thor Motor Coach Class C Motorhome

**Production Dates :** JUN 16, 2015 - APR 29, 2016

**VIN Range 1 : Begin :** NR **End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The spare tire bracket on the rear wall of the vehicle may become loose and detach.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the spare tire bracket and spare tire become detached from the motorhome, they may become a road hazard that could cause damage or injury to other vehicles and passengers of those vehicles.

**Description of the Cause :** The rivet nuts that secure the spare tire bracket to the rear wall of the motorhome were not properly installed and can come loose.

Identification of Any Warning that can Occur : None.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

4/1/2016 - A unit that was damaged was returned to the transport lot. The driver stated that the spare tire had fallen off.

An inspection was made of offline and online units and it was found that the process used to bore out the glass was not being followed completely. It was also notice that the hand tool used to crimp the rivet nuts inside the rear wall was not being used properly.

Engineering and Production consulted.

4/26/2016 – Retraining on process and use of hand tool for crimping rivet nut and also changed to pneumatic tool to tighten the rivet nut inside the rear wall.

8/24/2016 – Received email complaint of spare tire bracketing coming off of rear wall of coach while in transit, a consequence of which, damage was caused to another vehicle traveling behind the unit. An incident report was created.

9/2/2016 – Report forwarded up Management chain for further research.

9/2/2016 – 9/14/2016 - Data pulled for claim lines related to spare tire brackets and reviewed. During research process, the above information from April 2016 was discovered.

9/16/2016 – Internal TMC committee met and decided to elevate the issue to the Safety Review Committee with the recommendation for a recall.

9/23/2016 – Safety Committee decided to issue a recall on the issue to include all units manufactured with the same spare tire bracket attachment method.

**Description of Remedy :**

Description of Remedy Program : The remedy will include the installation of carriage bolts to secure the bracket to the motorhome. This will be done at no cost to the owner.

How Remedy Component Differs from Recalled Component : None

Identify How/When Recall Condition was Corrected in Production : On 4/26/2016 retraining was done on the process for boring out the holes for the rivet nuts, retraining on the hand tool used to crimp the rivet nuts inside the wall, and the decision was name to switch to a pneumatic tool rather than a hand tool to crimp the rivet nuts.

**Recall Schedule :**

Description of Recall Schedule : TMC will notify the dealers and owners of the recreational vehicles by letter. A final copy of the owner letter will be provided to NHTSA, along with the dealer repair procedures.

Planned Dealer Notification Date : NOV 12, 2016 - NR

Planned Owner Notification Date : NOV 12, 2016 - NR

\* NR - Not Reported