



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 16V-406
Safety Advisory: RC000115
June 15, 2016

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 safety defect exists in certain TMC motorhomes based upon notification by Freightliner Custom Chassis (FCCC) that a defect which relates to motor vehicle safety exists in certain FCCC chassis that were used to manufacture your TMC motorhome. FCCC was issued recall 16V-366 by the National Highway and Safety Administration (NHTSA) to remedy this defect. To assist FCCC and NHTSA in identifying the final vehicles manufactured, TMC is also 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 subject to this recall campaign have a defective chassis with an incorrect spacer used to install the steering gear. On certain steering gears mounted on the front axle on the affected vehicles, an incorrect spacer may have been installed. This may potentially result in wear over time leading to a loss of the mechanical connection between the steering wheel and front axle wheels. If this happens, there could be a loss of steering control, increasing the risk of a vehicle crash.

***What we
will do***

TMC and Freightliner Custom Chassis urge that you DO NOT DRIVE YOUR MOTORHOME until a replacement steering gear is available. Your vehicle should only be driven cautiously to a Freightliner dealership for repair. TMC has provided your address and owner information to FCCC to assist them in contacting you and providing you with all of the details available to remedy your vehicle. FCCC will be handling the repair of your vehicle at an authorized FCCC dealer. This will be done for you, the owner free of charge.

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

You should have received or will be receiving a recall notice from FCCC regarding this recall and what you need to do to have your vehicle repaired. If you have questions concerning this recall or if you need any assistance, please contact FCCC at 1-800-547-0712 or the TMC Warranty/Service Department at 877-855-2867.

If after contacting FCCC or 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)

