



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 25, 2017

Ms. Celina Tyler  
Thor Motor Coach  
P. O. Box 1486  
Elkhart, IN 46515

NEF-150MR  
17V-555

**Subject:** Incorrectly Installed Windshield Wiper System

Dear Ms. Tyler:

This letter serves to acknowledge Thor Motor Coach's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

THOR/ACE/2014-2016  
THOR/CHALLENGER/2014-2016  
THOR/DAYBREAK/2014-2016  
THOR/HURRICANE/2014-2016  
THOR/MIRAMAR/2014-2016  
THOR/OUTLAW/2014-2016  
THOR/PALAZZO/2014-2016  
THOR/WINDSPORT/2014-2016  
THOR MOTOR COACH/TUSCANY/2014-2016  
THOR MOTOR COACH/TUSCANY XTE/2014-2016

**Mfr's Report Date:** September 7, 2017

**NHTSA Campaign Number:** 17V-555

**Components:**

VISIBILITY:WINDSHIELD WIPER/WASHER

**Potential Number of Units Affected:** 1,105

**Problem Description:**

Thor Motor Coach (TMC) is recalling certain 2014-2016 Ace, Challenger, Daybreak, Hurricane, Miramar, Outlaw, Windsport, Palazzo, Tuscany, and Tuscany XTE motorhomes. The windshield wipers may fail due to the system being incorrectly installed or secured.

**Consequence:**

If the windshield wipers cannot be used, driver visibility would be reduced, increasing the risk of a crash.

**Remedy:**

TMC will notify owners, and dealers will inspect the wiper system to verify it is installed correctly, repairing or replacing the system as necessary, free of charge. The recall is expected to begin October 6, 2017. Owners may contact TMC customer service at

1-877-855-2867. TMC's number for this recall is RC000146. Note: Although some of the vehicles included in this recall have previously been remedied under recalls 17V-096 or 17V-162, the vehicles may need additional repairs under this campaign.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Thor's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement