

# Part 573 Safety Recall Report

# 17V-162

**Manufacturer Name :** Thor Motor Coach

**Submission Date :** MAR 29, 2017

**NHTSA Recall No. :** 17V-162

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Thor Motor Coach

**Address :** PO Box 1486

701 County Road 15 Elkhart IN 46516

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

## Population :

**Number of potentially involved :** 8,617

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2014-2015 ACE ALL

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

**Body Style :** OTHER

**Power Train :** GAS

**Descriptive Information :** The windshield wiper systems on certain ACE, Challenger, Daybreak, Hurricane, Miramar, Outlaw, and Windsports could have been incorrectly installed and secured by TMC.

**Production Dates :** DEC 12, 2012 - MAR 09, 2016

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

**Vehicle 2 :** 2014-2015 Hurricane all

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

**Body Style :** OTHER

**Power Train :** GAS

**Descriptive Information :** : The windshield wiper systems on the affected vehicles could have been incorrectly installed and secured by TMC.

**Production Dates :** DEC 12, 2012 - MAR 20, 2015

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

**Vehicle 3 :** 2014-2015 Challenger all

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

**Body Style :** OTHER

**Power Train :** GAS

**Descriptive Information :** : The windshield wiper systems on the affected vehicles could have been incorrectly installed and secured by TMC.

**Production Dates :** DEC 12, 2012 - MAR 10, 2015

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

Vehicle 4 : 2014-2015 Daybreak all

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : : The windshield wiper systems on the affected vehicles could have been incorrectly installed and secured by TMC.

Production Dates : DEC 12, 2012 - MAR 10, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2014-2015 Miramar all

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : : The windshield wiper systems on the affected vehicles could have been incorrectly installed and secured by TMC.

Production Dates : DEC 12, 2012 - MAR 10, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2014-2015 Outlaw all

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : : The windshield wiper systems on the affected vehicles could have been incorrectly installed and secured by TMC.

Production Dates : DEC 12, 2012 - MAR 10, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2014-2015 Windsport all

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : : The windshield wiper systems on the affected vehicles could have been incorrectly installed and secured by TMC.

Production Dates : DEC 12, 2012 - MAR 10, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

#### Description of Defect :

Description of the Defect : The windshield wiper systems on the affected vehicles could have been incorrectly installed or secured by TMC.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a windshield wiper were to fail during use, the visibility of the vehicle driver could become impaired and result in an accident.

Description of the Cause : The windshield wiper systems were not properly secured during the manufacturing process at TMC.

Identification of Any Warning that can Occur : The windshield wipers would start to slow down, get entangled, or the sweep pattern may shift.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

June 2016 – January 2017 – 10 individual Vehicle Owner Questionnaires were submitted to NHTSA. These VOQs were added as additional warranty data points in TMC's warranty system. The VOQs were researched where possible at the time of submission.

December 22, 2016 – Nate Seymour from the NHTSA ODI office inquired about the large quantity of VOQ's that have been submitted to NHTSA regarding wipers.

December 26, 2016 – TMC opened a formal review of windshield wiper warranty analysis encompassing a 5 year period.

January 11, 2017 – TMC Safety Issue Review Team reviewed initial claims data pulled for the analysis and requested the data to be broken down by product line and model year.

January 27, 2017 – TMC Safety Issue Review Team requested additional information and analysis of the windshield wiper warranty data to determine if any action should be taken on certain 2014 and 2015 model year vehicles.

February 8, 2017 – TMC Safety Issue Review Team finalized the scope of affected vehicles and decided a recall action should be taken on the rear diesel pusher products manufactured by TMC. This recall has been issued and assigned recall number 17V-096 by NHTSA. Due to different wiper systems used on front engine gas products it was requested to go back and identify the different systems installed on these vehicles and review claims data for similarities.

February 24, 2017 – TMC Safety Issue Review Team examined the updated front engine gas product warranty data and identified product similarities across product lines. With the multiple systems in use at TMC, it was requested to examine the data one last time to identify a trend or cause to the higher than normal warranty rate.

March 3, 2017 – The TMC Safety Issue Review Team decided a recall was required on the TMC front engine gas products to insure correct installation.

## Description of Remedy :

|                                                                  |                                                                                                                                                   |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Description of Remedy Program :                                  | The remedy will be to inspect the wiper system for correct installation and if required, the wiper system will be adjusted for correct operation. |
| How Remedy Component Differs from Recalled Component :           | None                                                                                                                                              |
| Identify How/When Recall Condition was Corrected in Production : | A windshield wiper system installation process was added to TMC's internal production procedure on September 1, 2015.                             |

**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 : MAY 13, 2017 - MAY 13, 2017

Planned Owner Notification Date : MAY 13, 2017 - MAY 13, 2017

\* NR - Not Reported