

# Part 573 Safety Recall Report

# 17V-555

**Manufacturer Name :** Thor Motor Coach**Submission Date :** SEP 07, 2017**NHTSA Recall No. :** 17V-555**Manufacturer Recall No. :** RC000146**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 1,138

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 : 2014-2016 Thor Motor Coach ACE

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2014-2016 Thor Motor Coach Challenger

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2014-2016 Thor Motor Coach Daybreak

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 4 : 2014-2016 Thor Motor Coach Hurricane

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 5 : 2014-2016 Thor Motor Coach Miramar

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 6 : 2014-2016 Thor Motor Coach Outlaw

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 7 : 2014-2016 Thor Motor Coach Windsport

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 8 : 2014-2016 Thor Motor Coach Palazzo

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2014-2016 Thor Motor Coach Tuscany

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 10 : 2014-2016 Thor Motor Coach Tuscany XTE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was based on year, make, model and failure rates of motorhomes that were built . The products not included in the recall is because the production lines are following an improved process.

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

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 :**

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.

March 24, 2017 --- The TMC Safety Issue Review Team decided, after further review of warranty data, to expand the scope of the recall to include certain 2016 model year products.

August 9, 2017 – TMC was contacted by NHTSA regarding complaints received by consumers who had the recall performed. TMC reviewed the follow-up complaints from NHTSA and evaluated the remedy issued in the original recalls. The issue was placed on the Safety Issue Review team for evaluation.

September 1, 2017 – The TMC Safety Issue Review Team decided to release a new recall to include all the units that have been repaired as of 8/4/17 when the supplemental instructions and troubleshooting guides were placed on our dealer portal to verify the vehicles were satisfactorily remedied.

**Description of Remedy :**

Description of Remedy Program : The remedy will be to inspect the wiper system to verify that the original repair completed was indeed effective or if further repair, or in some cases, replacement is needed for proper 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 : OCT 06, 2017 - OCT 06, 2017

Planned Owner Notification Date : OCT 06, 2017 - NR

\* NR - Not Reported