

# Part 573 Safety Recall Report

# 17V-634

**Manufacturer Name :** Thor Motor Coach**Submission Date :** NOV 10, 2017**NHTSA Recall No. :** 17V-634**Manufacturer Recall No. :** RC000147**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 : 507

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2018 Challenger All

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2018 Axis All

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2017-2018 Chateau All

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and

therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2017-2018 Four Winds All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2017-2018 Hurricane All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2017-2018 Windsport All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 7 : 2017-2018 Palazzo All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and

therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 8 : 2017-2018 Tuscany All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 9 : 2017-2018 Vegas All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 10 : 2017-2018 Venetian All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 11 : 2017-2018 Miramar All

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on Certain MY 2017 & 2018 Axis, Challenger, Chateau, Four Winds, Hurricane, Miramar, Palazzo, Tuscany, Vegas, Venetian, and Windsport Motorhomes, the incorrect water tank capacity is listed on the CCC Label and

therefore not in compliance with FMVSS Title 49, Chapter 5, Part 567.

Production Dates : JUL 22, 2016 - AUG 16, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

Description of the Noncompliance : The water capacity is incorrectly listed on the CCC Label.

FMVSS 1 : 120 - Wheels and rims- other than passenger cars

FMVSS 2 : NR

Description of the Safety Risk : The incorrect information on the label will either allow too much or not enough loading.

Description of the Cause : The water capacity was incorrectly listed on the CCC Label.

Hurricane, Windsport component listed as 60 gallons; correct is 6 gallons (water heater)

Palazzo component listed as 0 gallons; correct is 10/95 gallons (water heater/fresh water tank)

Venetian component listed as 0 gallons; correct is 10/91 gallons (water heater/fresh water tank)

Tuscany component listed as 0 gallons; correct is 91 gallons (fresh water tank)

Miramar 37.1 component listed as 0 gallons (fresh water) and 0 or 6 (water heater); correct is 10/100 gallons (water heater/fresh water tank)

Four Winds, Chateau component listed as 0 gallons; correct is 75 gallons (fresh water tank)

Challenger, Miramar component listed as 60 gallons; correct is 6 gallons (water heater)

Axis, Vegas 24.1 correct component listed as 0/72 gallons (fresh water tank) and 0 (water heater)

Axis, Vegas 25.3 correct component listed as 0/50 gallons (water heater/fresh water tank)

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

9/22/2017- Found in the plant that labels were incorrectly labeled and investigation began on other production lines

10/2/2017- Final evaluation of scope completed

**Description of Remedy :**

Description of Remedy Program : TMC will send the correct labels. Reimbursement will be provided through the normal warranty claim process.

How Remedy Component Differs from Recalled Component : The current coaches have the correct water capacities on the label.

Identify How/When Recall Condition was Corrected in Production : The labels were corrected in production on 9/28/2017.

**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 : DEC 03, 2017 - DEC 03, 2017

Planned Owner Notification Date : DEC 03, 2017 - DEC 03, 2017

\* NR - Not Reported