



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 17V-544
Safety Advisory: RC000145
September 2017

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 defect which relates to motor vehicle safety exists in certain 2010-2011 Hurricane and 2011 Serrano and Windsport motorhomes. As a result, TMC is 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***

All of the motorhomes subject to this recall campaign are equipped with an Iota ITS-50R Transfer Switch which may be experiencing heat related failures when exposed to elevated electrical loads associated with RV use in higher ambient temperatures. The connections at the buss bar inside of the switch are not adequate resulting in elevated operating temperatures. This potentially could result in a fire. In the event of a fire, there is a potential for property damage, personal injury or death.

***What we
will do***

TMC has contacted your selling dealer and has instructed them to replace your transfer switch. This will be done at no cost to you the owner. The remedy should take approximately 90 minutes to perform.

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

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed.. If you have questions concerning this recall or if you need any assistance, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, or by phone at 877-855-2867.

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from TMC by contacting the **TMC Warranty/Service Department**.

If after contacting 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

Celina P. Tyler
Director of Customer Service
cc: National Highway Traffic Safety Administration (NHTSA)

