



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 1, 2018

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

NEF-150MR  
18V-705

**Subject:** Incorrectly Installed Winshield Wiper may Fail

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/2013  
THOR/CHALLENGER/2013  
THOR/DAYBREAK/2013  
THOR/HURRICANE/2013  
THOR/OUTLAW/2013  
THOR/PALAZZO/2013  
THOR/WINDSPORT/2013  
THOR MOTOR COACH/TUSCANY/2013

**Mfr's Report Date:** October 9, 2018

**NHTSA Campaign Number:** 18V-705

**Components:**

VISIBILITY:WINDSHIELD WIPER/WASHER

**Potential Number of Units Affected:** 2,854

**Problem Description:**

Thor Motor Coach (TMC) is recalling certain 2013 Thor Ace, Daybreak, Challenger, Windsport, Hurricane, Outlaw, Tuscany, and Palazzo motorhomes. The windshield wiper system may have been incorrectly installed, causing the wipers to fail during use, reducing driver visibility.

**Consequence:**

A reduction of driver visibility can increase the risk of a crash.

**Remedy:**

TMC will notify owners, and dealers will verify that the windshield wiper system is installed correctly, repairing or replacing the wiper system as needed, free of charge. The recall is expected to begin December 9, 2018. Owners may contact TMC customer service at 1-877-855-2867. TMC's number for this recall is RC000161.

**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).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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). We look forward to working with you.

Sincerely,



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