

Part 573 Safety Recall Report

18V-741

Manufacturer Name : Thor Motor Coach

Submission Date : DEC 14, 2018

NHTSA Recall No. : 18V-741

Manufacturer Recall No. : RC000162



Manufacturer Information :

Population :

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 1,384

Address : PO Box 1486

Estimated percentage with defect : 100 %

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

Vehicle Information :

Vehicle 1 : 2018-2019 Four Winds 22B, 22E, 23U, 24F, 24FS, 24HL, 24WS, 25V, 26B, 28E, 28Z, 30D

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain MY 2018 & 2019 motorhomes, there is not adequate space to run the LP line through the floor and far enough away from the metal plate on Norcold refrigerators.
 -Production is no longer using Norcold refrigerators and is currently using Dometic refrigerators. The Dometic refrigerators do not have the bottom metal plate therefore there is adequate clearance using the original routing of the LP hose.
 -There are 758 Four Winds units affected by this recall.

Production Dates : NOV 01, 2017 - FEB 28, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2018-2019 Freedom Elite 22FE, 23H, 24FE, 24HE, 26HE, 28FE, 30FE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain MY 2018 & 2019 motorhomes, there is not adequate space to run the LP line through the floor and far enough away from the metal plate on Norcold refrigerators.
 -Production is no longer using Norcold refrigerators and is currently using Dometic refrigerators. The Dometic refrigerators do not have the bottom metal plate therefore there is adequate clearance using the original routing of the LP hose.
 -There are 250 Freedom Elite units affected by this recall.

Production Dates : NOV 01, 2017 - FEB 28, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2018-2019 Chateau 22B, 22E, 23U, 24F, 24FS, 24HL, 24WS, 25V, 26B, 28E, 28Z, 30D

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain MY 2018 & 2019 motorhomes, there is not adequate space to run the LP line through the floor and far enough away from the metal plate on Norcold refrigerators.
-Production is no longer using Norcold refrigerators and is currently using Dometic refrigerators. The Dometic refrigerators do not have the bottom metal plate therefore there is adequate clearance using the original routing of the LP hose.
--There are 376 Chateau units affected by this recall.

Production Dates : NOV 01, 2017 - FEB 28, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : It has been discovered that on certain MY 2018 & 2019 motorhomes, there is not adequate space to run the LP line through the floor and far enough away from the metal plate on Norcold refrigerators.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The LP hose has the potential to rub on the metal plate and possibly lead to a leak in the LP hose. This could cause a fire, which could result in serious injury or death.

Description of the Cause : The hole for the LP line to enter into the refer cabinet is drilled in the wrong location in the plywood.

Identification of Any Warning that can Occur : NA

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

8/28/18: Received email from El Monte RV stating that LP hose going to the refrigerator is rubbing on the metal plate. Dealer provided pictures. Sent information to Engineering to do an audit and provide information.

8/31/18: Information from Road Bear RV claiming the refrigerator was not getting propane and they found that the LP hose was getting pinched/damaged from the way it's routed under the metal plate under the refrigerator. Engineering provided information on cause and remedy.

9/28/18: Working with Engineering on scope because the ECNs are not matching with the timeframe to obtain an accurate scope of units.

10/5/18: Working with additional staff in Engineering Dept. regarding timeframe, part numbers, ECNs to obtain a true scope of units.

10/8/2018- TMC's Safety Committee Team met to review the data and it was agreed upon that a recall would be issued and a 573 submitted without scope and once we were sure of the scope we could amend.

11/5/2018- Discussions with Norcold confirmed that it was not the design of the Norcold refrigerator but the way TMC was routing the hole in the floor of the refrigerator cabinet.

Description of Remedy :

Description of Remedy Program :	The remedy will be to inspect the routing of the LP hose, cut away a portion of the bottom metal plate of the Norcold refer and install a new grommet in refer cabinet floor for proper clearance of the LP hose, as needed. Reimbursement will be provided through the normal warranty claim process.
How Remedy Component Differs from Recalled Component :	Production has since changed the location of the hole to be routed through the cabinet floor.
Identify How/When Recall Condition was Corrected in Production :	The location for the hole was added to all refer cabinet prints to ensure adequate space for the LP hose. In addition, in February 2018 we began using Dometic refrigerators that do not have a bottom metal plate on all Class C products.

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 11, 2018 - DEC 11, 2018
Planned Owner Notification Date :	DEC 11, 2018 - DEC 11, 2018

* NR - Not Reported