



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 18V-705
 Safety Advisory: RC000161
 December 2018

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 model TMC 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

It has been decided that on certain 2013 model year TMC motorhomes, the windshield wiper systems may have been incorrectly installed and secured by TMC which would result in the wiper system being loose. If the windshield wiper system were to fail during use, a driver's visibility of the road and surroundings could be severely reduced. This potentially could result in a crash, which could lead to property damage, personal injury or death.

What we will do

TMC has contacted your selling dealer and has instructed them on how to inspect the windshield wiper system and repair if necessary. The wiper system will go through a troubleshooting process to determine if any issues are present with the system. This process may result in just the inspection or up to and including a complete wiper system replacement. This will be done at no cost to you the owner. The remedy should take up to 30 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. To locate the nearest authorized TMC dealer, please visit www.thormotorcoach.com/locate-a-dealer. 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 Tyler
 Consumer Affairs Manager
 cc: National Highway Traffic Safety Administration (NHTSA)

