



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 5, 2019

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

NEF-150KL  
19V-504

**Subject:** Slide Room may Move

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/CHALLENGER/2019-2020  
THOR/MAGNITUDE/2019-2020  
THOR/MIRAMAR/2019-2020  
THOR/OMNI/2019-2020  
THOR/OUTLAW/2019-2020  
THOR/PALAZZO/2019-2020

**Mfr's Report Date:** June 30, 2019

**NHTSA Campaign Number:** 19V-504

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE

**Potential Number of Units Affected:** 1,554

**Problem Description:**

Thor Motor Coach (TMC) is recalling certain 2019-2020 Challenger, Miramar, Magnitude, Outlaw, Omni, and Palazzo motorhomes. The vehicle control system software may cause the slide-out room to move unexpectedly.

**Consequence:**

Unexpected movement of the slide-out room can increase the risk of an injury.

**Remedy:**

TMC will notify owners, and dealers will update the affected software, free of charge. The recall is expected to begin August 28, 2019. Owners may contact TMC customer service at 1-877-855-2867. TMC's number for this recall is RC000170.

**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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement