

# Part 573 Safety Recall Report

# 19V-775

**Manufacturer Name :** Thor Motor Coach**Submission Date :** OCT 28, 2019**NHTSA Recall No. :** 19V-775**Manufacturer Recall No. :** RC000177**Manufacturer Information :**

Manufacturer Name : Thor Motor Coach

Address : PO Box 1486

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

**Population :**

Number of potentially involved : 378

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 Chateau 22B, 22E, 23U, 24F, 25V, 28A

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** -General Motors has decided that certain 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S7.3 of Technical Standards Document (TSD) No. 208 of Canada Motor Vehicle Safety Standard (CMVSS) 208, Occupant Crash Protection.

-A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup.

-64 Chateau units are affected by this recall.

Production Dates : NOV 26, 2018 - OCT 23, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2020 Daybreak 22GO

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** -General Motors has decided that certain 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S7.3 of Technical Standards Document (TSD) No. 208 of Canada Motor Vehicle Safety Standard (CMVSS) 208, Occupant Crash Protection.

-A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup.

-47 Daybreak units are affected by this recall.

Production Dates : NOV 26, 2018 - OCT 23, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2019-2020 Four Winds 22B, 22E, 24F, 26B, 28A  
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES  
Body Style : OTHER  
Power Train : GAS

Descriptive Information : -General Motors has decided that certain 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S7.3 of Technical Standards Document (TSD) No. 208 of Canada Motor Vehicle Safety Standard (CMVSS) 208, Occupant Crash Protection.  
-A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup.  
-66 Four Winds units are affected by this recall.

Production Dates : NOV 26, 2018 - OCT 23, 2019

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2020-2020 Quantum GR22, SE22  
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES  
Body Style : OTHER  
Power Train : GAS

Descriptive Information : -General Motors has decided that certain 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S7.3 of Technical Standards Document (TSD) No. 208 of Canada Motor Vehicle Safety Standard (CMVSS) 208, Occupant Crash Protection.  
-A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup.  
-26 Quantum units are affected by this recall.

Production Dates : NOV 26, 2018 - OCT 23, 2019

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2019-2020 Freedom Elite 22HE  
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES  
Body Style : OTHER  
Power Train : GAS

Descriptive Information : -General Motors has decided that certain 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S7.3 of Technical Standards Document (TSD) No. 208 of Canada Motor Vehicle Safety Standard (CMVSS) 208, Occupant Crash Protection.  
-A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup.  
-175 Freedom Elite units are affected by this recall.

Production Dates : NOV 26, 2018 - OCT 23, 2019

VIN Range 1 : Begin : NR End : NR  Not sequential

## Description of Noncompliance :

Description of the Noncompliance : In these vehicles, the seatbelt-unfastened telltale and the airbag- readiness indicator will not illuminate for approximately five seconds after the ignition is moved to the on or start position. There is no impact to the vehicles seatbelt or airbag systems, and the telltales will function normally after the five-second delay. During the five-second delay, the telltale will not alert the driver that the driver's seatbelt is unbuckled or complete the airbag indicator readiness bulb check. There is no delay in the activation of seat belt warning chimes.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : During the five-second delay, the telltale will not alert the driver that the driver's seatbelt is unbuckled, increasing the risk of the driver forgetting to buckle the seatbelt and the risk of injury in a crash.

Description of the Cause : A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup.

Identification of Any Warning that can Occur : NA

## Supplier Identification :

### Component Manufacturer

Name : General Motors

Address : PO BOX 909989

Milwaukee WISCONSIN 53209-9989

Country : United States

## Chronology :

10/21/2019- GM notified Thor Motor Coach via letter that are administering this recall.

10/22/2019- TMC attempted to contact GM for full VIN scope to gather motorhome and owner information, as well as repairs units still at TMC.

10/28/2019- TMC received full VIN scope to submit 573.

## Description of Remedy :

Description of Remedy Program : Remedy will be to reprogram the instrument panel cluster (IPC).

How Remedy Component Differs from Recalled Component : Remedy component will have reprogramming completed.

Identify How/When Recall Condition was Corrected in Production : NR

### Recall Schedule :

Description of Recall Schedule : General Motors has begun notification to motorhome owners. The recall is being issued to allow owners & dealer to find recall information based upon the final stage manufacturer's name in the event of a search. GM has issued a recall (19V-644) and their recall will satisfy the regulatory notification requirements for both owners and dealers. GM will be reporting response rates for their recall and Thor Motor Coach will not be duplicating this reporting.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported