



IMPORTANT SAFETY RECALL
RC000170

This notice applies to vehicle: «VIN»

«Dealer_name»
«Street»
«City», «State» «Zip»

Dear Dealer:

This **Safety Recall Notice** is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act and The Canadian Motor Vehicle Safety Act and is important for your safety.

Thor Motor Coach (TMC) decided that a defect which relates to motor vehicle safety exists in certain models of the below listed motorhomes.

It has been discovered that certain model year 2019/2020 Challenger, Miramar, Magnitude, Omni, Outlaw, Palazzo motorhomes were manufactured with a Multiplex system that contains defective software. The software may allow various components in the motor home to operate at random and without warning. The random operation of motor home components such as slide rooms could result in personal injury.

The required action is to update the Multiplex system in the affected motorhomes.

If you have not yet received a Multiplex updater from Firefly Integrations, please contact them directly at (574) 825-4600 (ask for dealer tech support) to place your request. This will be shipped directly to your location at no charge.

Dealers that have stock units impacted by this recall can access the full list of affected VINs sold to their dealership by accessing the “Service Campaign” portion of the TMC Advantage Web Portal. If any unit on this list has been retail sold you are asked to notify the retail owner as soon as possible of this recall because their vehicle was not registered at the time the retail notice was mailed. Please immediately register any retail sold units on this list. **As a reminder, you are required by law to complete this recall on any stock units in inventory prior to retail sale. Any vehicle lessor receiving this notice must forward a copy to the lessee within 10 days.**

If you have questions concerning this recall, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, **or** by phone at (877) 500-1020.

We apologize for this inconvenience; however, we have taken this action in the interest of customer safety and continued satisfaction with our products.

Sincerely,

Celina Tyler
Consumer Affairs Manager

Re: NHTSA Recall No. 19V-504
Transport Canada No. 2019-327