



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 4, 2020

Ms. Hanah Klodzinski
Recall Compliance Coordinator
Thor Motor Coach
PO Box 1486
Elkhart, IN 46515

NEF-150KL
20V-308

Subject: Incorrect Auto-P Information in Owner's Manual

Dear Ms. Klodzinski:

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/CHATEAU/2020
THOR/DAYBREAK/2020
THOR/FOUR WINDS/2020
THOR/FREEDOM ELITE/2020
THOR/QUANTUM/2020
THOR/SIESTA/2020
THOR/SYNERGY/2020
THOR MOTOR COACH/CHATEAU CITATION/2020
THOR MOTOR COACH/COMPASS/2020
THOR MOTOR COACH/DAYBREAK/2020
THOR MOTOR COACH/DELANO/2020
THOR MOTOR COACH/FOUR WINDS SIESTA/2020
THOR MOTOR COACH/GEMINI/2020
THOR MOTOR COACH/TIBURON/2020

Mfr's Report Date: May 27, 2020

NHTSA Campaign Number: 20V-308

Components:

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL
POWER TRAIN:AUTOMATIC TRANSMISSION

Potential Number of Units Affected: 566

Problem Description:

Thor Motor Coach (TMC) is recalling certain 2020 Daybreak, Four Winds, Delano, Gemini, Quantum, Tiburon, Chateau Citation, Compass, Chateau, Siesta, Freedom Elite, and Synergy motorhomes built on Mercedes-Benz Sprinter chassis [platform 907 (VS30)] equipped with automatic transmissions. The owner's manual does not correctly specify the certain conditions under which the automatic parking function (Auto-P) operates.

Consequence:

If a customer were to rely on the Auto-P function as described in the Operator's Manual, the possibility of a vehicle rollaway or unintended vehicle movement cannot be ruled out which could increase the risk of a crash.

Remedy:

TMC will notify owners, and a Mercedes Benz dealer will supplement the Operator's Manual with a correct description of the Auto-P function equipped in the vehicle. This recall is expected to begin July 26, 2020. Owners may contact TMC customer service at 1-877-855-2867. TMC's number for this recall is RC000190.

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.

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:

- A statement that the defect or noncompliance can cause a vehicle crash without prior warning; or a description of whatever prior warning may occur, and a statement that if this warning is not heeded, a vehicle crash can occur (49 CFR 577.5 (f)(1)).

Please be reminded of the following requirements:

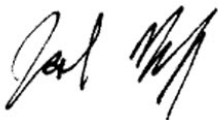
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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' instructions.

We understand that Thor will not be filing recall completion rate reports for this campaign.

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. We look forward to working with you.

Sincerely,



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