



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 15, 2020

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

NEF-150KL
20V-339

Subject: Frameless Window Glass Panels May Detach

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/FOUR WINDS/2021
THOR/HURRICANE/2020
THOR/OUTLAW/2020
THOR/WINDSPORT/2020
THOR MOTOR COACH/ACE/2020-2021
THOR MOTOR COACH/AXIS/2020
THOR MOTOR COACH/COMPASS/2020
THOR MOTOR COACH/DELANO/2020
THOR MOTOR COACH/GEMINI/2020
THOR MOTOR COACH/VEGAS/2020

Mfr's Report Date: June 9, 2020

NHTSA Campaign Number: 20V-339

Components:

VISIBILITY:GLASS, SIDE/REAR

Potential Number of Units Affected: 71

Problem Description:

Thor Motor Coach (TMC) is recalling certain 2020-2021 ACE, 2021 Four Winds and 2020 Gemini, Axis, Compass, Delano, WindSPORT, Hurricane, Outlaw, and Vegas motorhomes. The adhesive bond between the glass and the metal hinge frame of the frameless windows may fail which would then allow the glass to detach and fall out.

Consequence:

If the window glass detaches while the vehicle is moving it could become a projectile, increasing the risk of a crash.

Remedy:

TMC will notify owners, and dealers will inspect the frameless windows for proper adhesive bond strength, replacing the windows as

necessary, free of charge. This recall is expected to begin July 5, 2020. Owners may contact TMC customer service at 1-877-855-2867. TMC's number for this recall is RC000192.

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.

Please be reminded of the following requirements:

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.

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).

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. We look forward to working with you.

Sincerely,



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