

Part 573 Safety Recall Report

20V-339

Manufacturer Name : Thor Motor Coach**Submission Date :** JUN 09, 2020**NHTSA Recall No. :** 20V-339**Manufacturer Recall No. :** RC000192**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 71

Address : PO Box 1486

Estimated percentage with defect : 100 %

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

Vehicle Information :

Vehicle 1 : 2020-2021 Thor Motor Coach ACE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.

-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.

- 20 ACE Units are affected by this recall.

Production Dates : JAN 14, 2020 -JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2020 Thor Motor Coach Gemini

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.

-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.

- 2 Gemini Units are affected by this recall.

Production Dates : JAN 14, 2020 -JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2020-2020 Thor Motor Coach Axis
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.
-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.
- 5 Axis Units are affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2020-2020 Thor Motor Coach Compass
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.
-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.
- 1 Compass Unit is affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2020-2020 Thor Motor Coach Delano
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.
-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.
- 4 Delano units are affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2021-2021 Thor Motor Coach Four Winds

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.

-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.

- 22 Four Winds Units are affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2020-2020 Thor Motor Coach Windsport

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.

-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.

-7 Windsport units are affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2020-2020 Thor Motor Coach Hurricane

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.

-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.

- 5 Hurricane Units are affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2020-2020 Thor Motor Coach Outlaw
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.
-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.
- 1 Outlaw unit is affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 10 : 2020-2020 Thor Motor Coach Vegas
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.
-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.
- 4 Vegas units are affected by this recall.

Production Dates : JAN 14, 2020 - JAN 31, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : In certain Lippert Components, Inc. (LCI) 3000-Series frameless windows, there is a potential poor adhesive bond between the hinge extrusion and the latch extrusion to the glass.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the adhesion bond fails where the glass meets the hinge frame, the window glass could partially detach or completely separate. If the window completely separates while the vehicle and/or trailer is in transit, it could become a road hazard, potentially increasing the risk of a crash or injury. TMC is not aware of any crashes or injuries related to this condition.

Description of the Cause : Poor adhesive bond between the hinge extrusion and the latch extrusion to the glass.

Identification of Any Warning that can Occur : Poor adhesion can be detected with a pull test.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Lippert Components

Address : 2703 College Ave
Goshen INDIANA 46528

Country : United States

Chronology :

Feb. 10 to 28, 2020 – LCI informed TMC of a potential manufacturing issue involving adhesive in 3000-series vented windows.

Mar. 4, 2020 - TMC was advised that LCI corrected the issue in its manufacturing process and that LCI reviewed its inventory to contain suspect product.

Mar. 6 to Mar. 23, 2020 – TMC contacted LCI to obtain more details regarding the potential issue with the LCI-supplied windows. LCI provided a spreadsheet of units they inspected at TMC production. LCI replaced potentially defective windows at TMC's Parts Department. TMC also began an investigation into shipped windows to determine the potential scope of units affected in the field.

Mar. 23, 2020 – TMC safety committee determined to issue a service bulletin regarding the potential issue.

Mar. 23, 2020 – Indiana issued a “stay-at-home” order. During this time, LCI closed most of its operations, and TMC dealers around the country shut down or had minimal operations in accordance with applicable stay-at-home orders. During the week of March 23, 2020, TMC began closing most of its operations to observe social distancing guidance.

Mar. 23 to May 11, 2020 - Due to COVID-19 and shutdown at TMC, implementation of the service bulletin to repair affected units was delayed.

May 4 to 11, 2020 - TMC began returning its workforce.

May 19, 2020 - TMC was advised that NHTSA had contacted a sister company (Jayco) regarding a service bulletin that company issued for the same window issue.

May 26-29, 2020 - TMC prepared their own Technical Service Bulletin to release based on their sister company's and LCI's service bulletin information.

Jun. 4, 2020 - TMC reviewed field reports and similar issues in the industry to assess the impact on safety. Although there have been no claims of separation involving retail customers and no accidents or injuries related to this issue, out of an abundance of caution, TMC decided to convert the service campaign into a safety recall.

Description of Remedy :

Description of Remedy Program : Dealers will be instructed to inspect all LCI 3000-series crank out vent and egress windows from the affected production period for proper adhesive bond strength. If the glass shows evidence of separation, the glass will be replaced free of charge, parts and labor. Reimbursement will be provided through the normal warranty claim process. All of the subject vehicles remain under the manufacturer's warranty. Therefore, pursuant to 49 CFR 577.11(e), TMC requests an exemption from the reimbursement plan requirements.

How Remedy Component Differs from Recalled Component : The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.

Identify How/When Recall Condition was Corrected in Production : Windows produced by LCI on and after January 28, 2020 use a different temperature/humidity cure adhesive, and LCI introduced an improved cure process.

Recall Schedule :

Description of Recall Schedule : TMC will notify the dealers and owners of the recreational vehicles by letter. A final copy of the owner letter, along with the dealer repair procedures, will be provided to NHTSA.

Planned Dealer Notification Date : JUL 05, 2020 - JUL 12, 2020

Planned Owner Notification Date : JUL 05, 2020 - JUL 12, 2020

* NR - Not Reported