

Part 573 Safety Recall Report

20V-718

Manufacturer Name : Thor Motor Coach**Submission Date :** NOV 19, 2020**NHTSA Recall No. :** 20V-718**Manufacturer Recall No. :** RC000207**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 190

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 : 2021-2021 Thor Motor Coach Four Winds

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -Dometic became aware of warranty leak claims in May of 2020 and began an investigation to determine if leaks were being caused by a defect that had not enunciated from 2018 until 2020. Dometic also reviewed the manufacturing processes in both the initial subcomponent factory that builds the manifold and saddle valve assembly and the finished goods assembly factory in Greenbrier, TN. During that initial investigation Dometic was only aware of one OEM that filed warranty leak claims and it was determined from facts gained during evaluation through August, 2020 that these claims were being caused by field tampering of the stoves at installation or by the end user. In Late August and early September 2020 Dometic became aware of three additional OEM's experiencing "gas smell" claims; Dometic had also been contacted by an RV leasing company that had experienced "gas smell" claims, and actually had observed the ignition incident previously noted. As of the date of this filing there have been 49 claims of possible valve leakage in these products. A Safety Escalation Meeting was held on September 17th identifying the claims that have arisen, and although the facts have led to the findings that the leaks are largely due to field tampering, Dometic decided to file a Potential Defect Notification Report to NHTSA for the manifold and gas saddle valves for the R1731, R2131 and S31 series stoves. Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available.

-Units not included in recall scope were not equipped with affected models of cooking stoves.

-190 Four Winds units are affected by recall.

Production Dates : DEC 06, 2019 -JAN 31, 2020**VIN Range 1 :**Begin : 1FDWE3FS0KDC63988 **End :** 1FDXE4FSXKDC64172 Not sequential

Description of Defect :

Description of the Defect : The defect enunciation can occur in a mobile environment, such as a recreational vehicle or marine vessel, when, generally after an install or usage period of 3-6 months, the installer, occupant, or user of the appliance smells gas and apparently attempts to tighten the securement bolts that hold one or more of the stove saddle valves in place and sealed to the manifold. This action may result in the overtightening of the securement bolt for the saddle valve which may cause damage to the o-ring seal between the saddle valve and the manifold resulting in a continuous gas leak that is readily detectable from the smell.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The overtightening of the saddle valve securement bolt onto the manifold of the stove may cause a gas leak which may ignite and cause a fire. Dometic has had one instance of ignition and damage to the piezo igniter and one control knob, although the ignition was contained within the stove enclosure. There has been no damage to adjacent or surrounding combustible materials.

Description of the Cause : Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available.

Identification of Any Warning that can Occur : The smell gas fumes are indicative of the identified leak.

Involved Components :

Component Name 1 : 3 burner Cooking Stoves

Component Description : R1731-BBPFBO

Component Part Number : 0460960

Component Name 2 : 3 burner Cooking Stoves

Component Description : S31-BPFBO

Component Part Number : 0460959

Supplier Identification :

Component Manufacturer

Name : Dometic Corporation
Address : 5155 Verdant Dr.
Elkhart INDIANA 46516
Country : United States

Chronology :

Please refer to Dometic's chronology under misc. files.

11/13/2020- TMC was formally notified via mail by Dometic of their cooking stove recall, 20E071.

11/18/2020- TMC finalized affected scope based on information provided by Dometic to submit notice to NHTSA.

Description of Remedy :

Description of Remedy Program : Dometic has identified the remedy as of 11-13-2020. The remedy consists of gaskets, washers, thread locker bolts, two round, orange, labels that are to be applied to the product and to the packaging(if the product has not been installed), as well as a set of complete instructions describing who is authorized to make the remedy and how the remedy is to be made followed by a leak test as defined in the instructions. Reimbursement will be provided through the normal warranty claim process.

How Remedy Component Differs from Recalled Component : The remedy component will come in a kit with instructions and the securement bolts will be of the thread locker type with a loc-tite material on them.

Identify How/When Recall Condition was Corrected in Production : The production correction was made by Dometic in July 2020 once they discovered that the product was experiencing field tampering and they began to employ thread locker bolts to prevent post production adjustment.

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 will be provided to NHTSA, along with the dealer repair procedures.

Planned Dealer Notification Date : JAN 18, 2021 - JAN 18, 2021

Planned Owner Notification Date : JAN 18, 2021 - JAN 18, 2021

* NR - Not Reported