

Part 573 Safety Recall Report

20V-804

Manufacturer Name : Thor Motor Coach**Submission Date :** DEC 21, 2020**NHTSA Recall No. :** 20V-804**Manufacturer Recall No. :** RC000208**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 940

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 : 2018-2019 Thor Motor Coach Hurricane

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain model year 2018-2019 Hurricane and Windsport motorhomes, the overhead cabinets located above the driver and front passenger seats may have been improperly installed during production.
 -Units not included in the recall had overhead cabinets properly installed by manufacturing.
 -470 Hurricane units are in the recall scope.

Production Dates : JAN 03, 2018 - JUL 13, 2018

VIN Range 1 : Begin : 1F65F5DY1J0A11174 End : 1F66F5DYXJ0A16569

 Not sequential

Vehicle 2 : 2018-2019 Thor Motor Coach Windsport

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain model year 2018-2019 Hurricane and Windsport motorhomes, the overhead cabinets located above the driver and front passenger seats may have been improperly installed during production.
 -Units not included in the recall had overhead cabinets properly installed by manufacturing.
 -470 Windsport units are in the recall scope.

Production Dates : JAN 03, 2018 - JUL 13, 2018

VIN Range 1 : Begin : 1F65F5DY1J0A11174 End : 1F66F5DYXJ0A16569

 Not sequential

Description of Defect :

Description of the Defect : The overhead cabinets located above the driver and front passenger seats may become detached and fall on the seat occupants.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The overhead cabinet may become detached. If the cabinet comes detached while the vehicle is in motion, the cabinet may impact the vehicle operator causing a loss of vehicle control which can result in crash. A crash can result in personal injury or death.

Description of the Cause : The overhead cabinets were not properly installed by manufacturing.

Identification of Any Warning that can Occur : The overhead cabinet attachment may become loose. If loose, the cabinet may squeak during travel.

Involved Components :

Component Name 1 : Overhead Cabinet

Component Description : Overhead cabinet located above driver and front passenger seats

Component Part Number : N/A

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

04/24/20 – NHTSA emailed Thor Industries requesting information on an old VOQ they were dispositioning. Thor Motor Coach (TMC) was awaiting repair of the vehicle that was the subject of that VOQ. The repair was delayed due to COVID and the resulting state directions.

07/09/20 – Thor responded to NHTSA that the subject vehicle was repaired. NHTSA requested more information on similar incidents.

07/09/20 to 9/1/20 – TMC, Thor and NHTSA exchanged emails on the overhead cabinet issue.

9/1/20 – TMC initiated a full warranty claims review of all overhead cabinets for 8 prior model years

9/18/20 – TMC performed pull test to validate overhead cabinet attachment and establish maximum static load.
11/19/20 – TMC data for overhead cabinet warranty claims available for review.
12/7/20 – TMC and Thor send completed data review to NHTSA.
12/16/20 – NHTSA, TMC, and Thor conduct a conference call to discuss issue and review warranty data. TMC decides to conduct a safety recall for the 2018 and 2019 Hurricane and Windsport vehicle's overhead cabinets based upon warranty data frequency.

Description of Remedy :

Description of Remedy Program : The recall population will be inspected to verify the overhead cabinets were installed properly. If the cabinets are found to be loose, the cabinets will be reinstalled per dealer instructions.

How Remedy Component Differs from Recalled Component : None

Identify How/When Recall Condition was Corrected in Production : Warranty data indicates the issue was corrected in production after 07/13/2018.

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 : FEB 05, 2021 - FEB 05, 2021

Planned Owner Notification Date : FEB 05, 2021 - FEB 05, 2021

* NR - Not Reported