



IMPORTANT SAFETY RECALL

TMC# RC000185

Re: VIN

«Dealer_name»

«Street»

«City», «State» «Zip»

Dear Dealer:

This **Safety Recall Notice** is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act and The Canadian Motor Vehicle Safety Act and is important for your safety.

Thor Motor Coach (TMC) has decided that a safety defect exists in certain TMC motorhomes based upon notification by Fiat Chrysler Automobiles (FCA US LLC) that a defect which relates to motor vehicle safety exists in certain Ram 3500 Promaster chassis that were used to manufacture your TMC motorhome. FCA US LLC was issued recall 20V-036 by the National Highway and Safety Administration (NHTSA) to remedy this defect. DTNA's recall number is W00. To assist FCA US LLC and NHTSA in identifying the final vehicles manufactured, TMC is also conducting a safety recall.

It has been decided that certain on TMC motorhomes subject to this recall campaign, the transmission shifter cable could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear. If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the drive (including a shift to PARK), although the actual transmission gear position will be displayed on the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

Owners should be directed to take their motorhome to an authorized FCA US LLC dealer to have the repair completed. Recall parts are scheduled for availability via FCA US LLC starting May 19, 2020. Recall notifications will be sent by FCA US LLC via mail by May 26, 2020.

If the reference unit on this letter has been retail sold, you are asked to notify the retail owner as soon as possible of this recall because their vehicle was not registered at the time the retail notice was mailed. Please immediately register any retail sold units on this list. **As a reminder, you are required by law to complete this recall on any stock units in inventory prior to retail sale. Any vehicle lessor receiving this notice must forward a copy to the lessee within 10 days.**

Owners are instructed to contact FCA US LLC at 1-800-853-1403 to have their vehicles serviced. If you have questions concerning this recall, you can also contact FCA US LLC at that same number. If you still have questions, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, or by phone at 877-500-1020.

We apologize for this inconvenience; however, we have taken this action in the interest of customer safety and continued satisfaction with our products.

Sincerely,

Hanah Klodzinski
Recall Compliance Coordinator

Re: NHTSA Recall No. 20V-148
TC Recall No. 2020-113

