



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 20V-418
 Safety Advisory: RC000196
 October 2021

IMPORTANT SAFETY RECALL
This notice applies to your vehicle: «VIN»

«Owner_name»
 «Street»
 «City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thor Motor Coach (TMC) has decided that a safety defect exists in certain TMC motorhomes based upon notification by Daimler Trucks North America LLC (DTNA) that a defect which relates to motor vehicle safety exists in certain Freightliner chassis that were used to manufacture your TMC motorhome. DTNA issued recall FL856 to remedy this defect. To assist DTNA and NHTSA in identifying the final vehicles manufactured, TMC is also conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Reason for this recall

On certain model year 2017-2020 Aria, Palazzo, Tuscany, and Venetian motorhomes built on a FCCC XB and XC chassis, the rear marker, brake lights, or left turn signal lights may cease to function while driving. Brake lights that do not function correctly may not notify motorists of a braking event, which may increase the risk of a crash.

What we will do

This is the second notice regarding this recall. Rear Power Distribution Modules (PDMs) normally located in the engine compartment or side storage compartment, will be inspected and replaced as needed. Repairs will be performed by Daimler Trucks North America authorized service facilities. The final recall repair is now available and parts have been secured. The Recall will take approximately one hour and will be performed at no charge to you.

What we need you to do

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/Contact-us. Scroll down to “Locate a Dealer” and select the appropriate brand. You may also confirm your vehicle’s involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vinmodule/getVinLookupPage>. If you have questions about this Recall, please contact the DTNA Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com. For other concerns, you may contact the DTNA Customer Assistance Center at (800) 385-4357 or the TMC Warranty/Service Department at (877) 855-2867.

If after contacting DTNA or TMC Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,
Thor Motor Coach

cc: National Highway Traffic Safety Administration (NHTSA)

