

# Part 573 Safety Recall Report

## 21V-396

**Manufacturer Name :** Thor Motor Coach

**Submission Date :** MAY 26, 2021

**NHTSA Recall No. :** 21V-396

**Manufacturer Recall No. :** RC000226



### Manufacturer Information :

Manufacturer Name : Thor Motor Coach

Address : PO Box 1486

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

### Population :

Number of potentially involved : 53

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2022-2022 Thor Motor Coach Rize

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

**Descriptive Information :** -It has been discovered that on certain model year 2022 Rize, Scope, Sequence, Tellaro motorhomes the Flex-190 Solar Panel has the potential for a direct short at the output.  
 -Units not included in the recall either did not have the affected solar panel installed or were repaired in production.  
 -6 Rize units are in the recall scope.

**Production Dates :** APR 07, 2021 - MAY 04, 2021

**VIN Range 1 :** Begin : 3C6ERVBG1ME511188 End : 3C6MRVUGXME528452 ☒ Not sequential

Vehicle 2 : 2022-2022 Thor Motor Coach Scope

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

**Descriptive Information :** -It has been discovered that on certain model year 2022 Rize, Scope, Sequence, Tellaro motorhomes the Flex-190 Solar Panel has the potential for a direct short at the output.  
 -Units not included in the recall either did not have the affected solar panel installed or were repaired in production.  
 -10 Scope units are in the recall scope.

**Production Dates :** APR 07, 2021 - MAY 04, 2021

**VIN Range 1 :** Begin : 3C6ERVBG1ME511188 End : 3C6MRVUGXME528452 ☒ Not sequential

Vehicle 3 : 2022-2022 Thor Motor Coach Sequence

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : -It has been discovered that on certain model year 2022 Rize, Scope, Sequence, Tellaro motorhomes the Flex-190 Solar Panel has the potential for a direct short at the output.  
-Units not included in the recall either did not have the affected solar panel installed or were repaired in production.  
-17 Sequence units are in the recall scope.

Production Dates : APR 07, 2021 - MAY 04, 2021

VIN Range 1 : Begin : 3C6ERVBG1ME511188 End : 3C6MRVUGXME528452 ☒ Not sequential

Vehicle 4 : 2022-2022 Thor Motor Coach Tellaro

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : -It has been discovered that on certain model year 2022 Rize, Scope, Sequence, Tellaro motorhomes the Flex-190 Solar Panel has the potential for a direct short at the output.  
-Units not included in the recall either did not have the affected solar panel installed or were repaired in production.  
-20 Tellaro units are in the recall scope.

Production Dates : APR 07, 2021 - MAY 04, 2021

VIN Range 1 : Begin : 3C6ERVBG1ME511188 End : 3C6MRVUGXME528452 ☒ Not sequential

## Description of Defect :

Description of the Defect : The Flex-190 Solar Panel junction box could experience a direct short at the output, causing it to overheat.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the short were to occur, there is the potential for overheating which could lead to a fire and/or property damage.

Description of the Cause : The two flat ribbon connections may have been crossed, causing the short to occur.

Identification of Any Warning that can Occur : NA

## Involved Components :

Component Name 1 : Flex-190 Solar Panel

Component Description : Panel, Solar, 190 Watt Flex

Component Part Number : 0495773

### Supplier Identification :

#### Component Manufacturer

Name : Go Power!

Address : 201 – 710 Redbrick St.

Victoria Foreign States V8T 5J3

Country : Canada

### Chronology :

5/12/2021 – Engineering was made aware of a unit that had visible smoke coming from the roof. The unit had experienced overheating and melting to the junction box area of solar panel. All units were immediately put on hold at transport to inspect for any further damage. Three additional units were found to have had damage.

5/12/2021 – Vendor was notified of the issue and was determined that solar panels were defective and would need to be replaced. Scope was pulled to determine what units were still at Thor Motor Coach and would need solar panel and junction box replaced.

5/18/2021- Vendor began providing new parts to replace in all units equipped with a potentially defective solar panel.

5/20/2021 – TMC discussed with vendor plan to fix units in field and potential need for a safety recall.

5/21/2021 – TMC Safety Committee Met and determined that a safety recall would be needed to fix all units in field.

### Description of Remedy :

Description of Remedy Program : TMC, with Go Powers! cooperation, will provide new solar panels to dealers to install on affected motorhomes. Reimbursement will be provided through the normal warranty claim process.

How Remedy Component Differs from Recalled Component : Remedy component will have a new junction box and solar panel.

Identify How/When Recall Condition was Corrected in Production : Starting May 18th, all units at production are having solar panels replaced before being shipped

**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 : JUL 26, 2021 - JUL 26, 2021

Planned Owner Notification Date : JUL 26, 2021 - JUL 26, 2021

\* NR - Not Reported