

Part 573 Safety Recall Report

21V-845

Manufacturer Name : Thor Motor Coach**Submission Date :** OCT 29, 2021**NHTSA Recall No. :** 21V-845**Manufacturer Recall No. :** RC000247**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 489

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 : 2017-2017 Thor Motor Coach Challenger

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain model year 2017 Challenger, Miramar, and Outlaw motorhomes, the exterior compartment doors may be separating from the unit.

-Units included in the recall have experienced higher claim rates for similar model and year.

-181 Challenger units are included in the recall.

Production Dates : JAN 15, 2016 - SEP 30, 2016

VIN Range 1 : Begin : 1F66F5DYOG0A08845 End : 1F66F5DYXH0A05162 Not sequential

Vehicle 2 : 2017-2017 Thor Motor Coach Miramar

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain model year 2017 Challenger, Miramar, and Outlaw motorhomes, the exterior compartment doors may be separating from the unit.

-Units included in the recall have experienced higher claim rates for similar model and year.

-189 Miramar units are included in the recall.

Production Dates : JAN 15, 2016 - SEP 30, 2016

VIN Range 1 : Begin : 1F66F5DYOG0A08845 End : 1F66F5DYXH0A05162 Not sequential

Vehicle 3 : 2017-2017 Thor Motor Coach Outlaw
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : -It has been discovered that on certain model year 2017 Challenger, Miramar, and Outlaw motorhomes, the exterior compartment doors may be separating from the unit.
-Units included in the recall have experienced higher claim rates for similar model and year.
-119 Outlaw units are included in the recall.

Production Dates : JAN 15, 2016 -SEP 30, 2016

VIN Range 1 : Begin : 1F66F5DYOG0A08845 End : 1F66F5DYXH0A05162 Not sequential

Description of Defect :

Description of the Defect : The external compartment door skin is separating from the motorhome.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the compartment door skin were to completely separate while the motorhome is in motion, this could lead to property damage and/or crash.

Description of the Cause : Potential de-bonding of glue.

Identification of Any Warning that can Occur : The outside door skin may be loose prior to detachment of the door skin. The door skin should be secured prior to operating the vehicle.

Involved Components :

Component Name 1 : See Separate File for Full List

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Mishawaka Sheet Metal

Address : 28505 Co Rd 20

Elkhart Indiana 46517

Country : United States

Chronology :

May 2018 to June 2020 – TMC received three separate VOQs from NHTSA regarding customer concerns on compartment doors coming loose. A claims analysis was completed and a significant issue was not determined.

October 12, 2021 – TMC received a new VOQ regarding a compartment door skin that completely separated from a motorhome.

October 15, 2021 – A new claims analysis was conducted and determined that a higher incidence of claims has occurred on model 2017 units produced at Plant 850B from 1/15/2016 to 9/30/2016.

October 22, 2021 – TMC Safety Committee met to discuss analysis findings and determined a recall would be necessary to address potentially affected 2017 units.

Description of Remedy :

Description of Remedy Program : TMC, will provide instructions on how to inspect the compartment door skin for securement and replace as needed. Reimbursement will be provided through the normal warranty claim process.

How Remedy Component Differs from Recalled Component : Remedy component will be secure to the motorhome.

Identify How/When Recall Condition was Corrected in Production : TMC no longer used compartment doors from specific vendor as of end of 2020.

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 : DEC 29, 2021 - DEC 29, 2021

Planned Owner Notification Date : DEC 29, 2021 - DEC 29, 2021

* NR - Not Reported