



## 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 defect which relates to motor vehicle safety exists in certain model year 2022 Rize, Scope, Sequence, and Tellaro motorhomes. As a result, TMC is 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***

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

### ***What we will do***

TMC has contacted your selling dealer and has instructed them on how to install a new solar panel on your motorhome. This will be done at no cost to you the owner. The remedy should take approximately up to one (1) hour to perform.

### ***What we need you to do***

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed. To locate the nearest authorized TMC service center, please visit <https://www.thormotorcoach.com/locate-a-service-center/>. If you have questions concerning this recall or if you need any assistance, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, by phone at 877-855-2867, or email at [Recalls@TMCRV.com](mailto:Recalls@TMCRV.com).

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from TMC by contacting the **TMC Warranty/Service Department**.

If after contacting 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**

Hanah Klodzinski  
Recall Compliance Coordinator  
cc: National Highway Traffic Safety Administration (NHTSA)

### **RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

Safety Recall: 21V-396

Safety Advisory: RC000226

July 2021

