

# Part 573 Safety Recall Report

## 23V-113

**Manufacturer Name :** Thor Motor Coach**Submission Date :** JUL 11, 2023**NHTSA Recall No. :** 23V-113**Manufacturer Recall No. :** RC000291**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 : 1,969

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2015-2023 Thor Motor Coach Palazzo

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The basis for determining the recall population is based on the original brackets use until the new bracket was put into production on 11/1/2021.

Production Dates : JAN 13, 2015 - OCT 26, 2021

VIN Range 1 : Begin : 4UZAAJDT0FCGR9034 End : 4UZACJFCXNCNS7242

☒ Not sequential**Description of Defect :**

**Description of the Defect :** Front lower cap brackets may become loose and could have the potential to fall off.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A bracket becoming loose or falling off could be a distraction and or present a road hazard to the vehicle driver or other traffic, which can increase of the risk of a crash, injury, and or death.

**Description of the Cause :** Incorrect hardware may have been used during installation and may not keep the bracket secured as it was designed.

**Identification of Any Warning that can Occur :** A visual inspection of the brackets can determine if they are loose and or missing.

**Involved Components :**

Component Name 1 : Front cap bracket

Component Description : NR

Component Part Number : TFM3355

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

11/22/2022 – VOQ complaint from NHTSA was sent in for investigation.

11/28/2022 – Contacted engineering to provide prints showing old bracket and the new current bracket along with the installation process.

12/6/2022 – Prints of brackets were provided along with instructions on how the brackets are installed.

1/18/2023 – Provided claims data and general information to NHTSA in regard to the questions asked in VOQ.

2/6/2023 – Further investigation and claims data is being reviewed and expected to be completed on

2/15/2023. A safety committee meeting is being scheduled to determine the next steps.

2/21/2023 – TMC's safety committee met and voted to issue a recall on this issue.

There were 24 claims found for this issue during the investigation with zero reported deaths or injuries. The claim dates range from 2/11/2016 - 1/21/2020.

## Description of Remedy :

Description of Remedy Program : TMC will have the lower front brackets inspected and replaced if missing and hardware replaced if the original brackets are still on the motorhome. TMC will coordinate the remedy of the units identified in this recall by working with our dealer base. TMC will provide reimbursement based on general reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : New bracket style TFM -7781-00 and identification of proper mounting hardware.

Identify How/When Recall Condition was Corrected in Production : An ECN was instituted on 11/1/2021 that changed the bracket and type of hardware that was being used.

**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 : APR 15, 2023 - APR 15, 2023

Planned Owner Notification Date : APR 15, 2023 - APR 15, 2023

\* NR - Not Reported