



IMPORTANT SAFETY RECALL – SERVICE ADVISORY

Ford Motor Company Safety Recall: 21V-090 (21C06)

Thor Motor Coach Safety Advisory: RC000222

This notice applies to vehicle: «VIN»

Dear Dealer:

Thor Motor Coach has been informed by Ford Motor Company that a non-compliance which relates to motor vehicle safety exists in certain model year 2020/2021 F-550 chassis. Ford Motor Company has decided that your vehicle, with the VIN shown above, fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 212 Windshield Mounting. As a result, Ford Motor Company 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.

On your vehicle, the windshield may not have been properly adhered to the vehicle during vehicle assembly. The windshield may not stay adequately retained in a crash, which may increase the risk of injury to an occupant. This affects the following Thor Motor Coach products: model year 2021/2022 Magnitude and Omni motorhomes.

Ford Motor Company has authorized your dealer to remove the windshield and ensure proper reattachment free of charge (parts and labor). The time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Please contact your nearest Ford dealer without delay and request a service date for Recall 21C06. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this compliance recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions.

Dealers that have stock units impacted by this recall can access the full list of affected VINs sold to their dealership by accessing the “Service Campaign” portion of the TMC Advantage Web Portal. If any unit on this list has been retail sold you are asked to notify the retail owner as soon as possible of this recall because their vehicle was not registered at the time the retail notice was mailed. Please immediately register any retail sold units on this list. **As a reminder, you are required by law to complete this recall on any stock units in inventory prior to retail sale. Any vehicle lessor receiving this notice must forward a copy to the lessee within 10 days.**

If you have questions concerning this recall, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, **or** by phone at (877) 500-1020.

We apologize for this inconvenience; however, we have taken this action in the interest of customer safety and continued satisfaction with our products.

Sincerely,
Thor Motor Coach