



IMPORTANT SAFETY RECALL – SERVICE ADVISORY

Ford Motor Company Safety Recall: 20V-795 (20S73)

Thor Motor Coach Safety Advisory: RC000212

This notice applies to vehicle: «VIN»

«Dealer_name»

«Street»

«City», «State» «Zip»

Dear Dealer:

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2021 E-350 & E-450 Econoline vehicles. 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, it may be possible that the engine cover insulation does not fully extend to the perimeter of the factory engine cover. In addition, vehicles built on a Ford chassis may have higher engine compartment temperatures during certain idle conditions. This may result in elevated temperatures at certain areas of the engine cover surface in the passenger compartment on both driver and passenger sides. Direct and continuous contact with exposed skin at these locations may cause skin irritation and/or a minor burn. This affects the following Thor Motor Coach products: model year 2021/2022 Axis, Chateau, Coleman, Daybreak, Four Winds, Freedom Elite, Magnitude, Majestic, Outlaw, Quantum, and Vegas motorhomes.

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module and if equipped, inspect the factory engine cover to install thermal insulation patches if necessary, free of charge (parts and labor). The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Avoid direct contact with the lower portion of the engine cover, which is located between the driver and front passenger seats. For additional information and to schedule an appointment, please contact your preferred authorized Ford dealer at your earliest convenience. To locate authorized dealers, visit www.owner.ford.com. **Please mention you are scheduling an appointment for Recall 20S73.**

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