



**RECREATIONAL VEHICLE SAFETY  
RECALL NOTICE**  
 Ford Safety Recall: 20V-795 (20S73)  
 Thor Motor Coach Safety Advisory: RC000212  
 January 2021

**IMPORTANT SAFETY RECALL – SERVICE ADVISORY**

**This notice applies to your vehicle: «VIN»**

«Owner\_name»  
 «Street»  
 «City», «State» «Zip»

Dear «Owner\_name»:

Thor Motor Coach has been informed by Ford Motor Company that a defect which relates to motor vehicle safety exists in certain model year 2021 E-350 & E-450 Econoline chassis. 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.

***Reason for  
this recall***

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.

***What they  
will do***

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.

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

***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](http://www.owner.ford.com). **Please mention you are scheduling an appointment for Recall 20S73.**

If after contacting a Ford dealer you are still not satisfied they have done their 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**

