



**RECREATIONAL VEHICLE SAFETY
RECALL NOTICE**
 GM Safety Recall: 21V-115 (N212329050)
 Thor Motor Coach Safety Advisory: RC000221
 March 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 General Motors that a defect which relates to motor vehicle safety exists in certain model year 2018 & 2020 Chevrolet Express chassis. As a result, GM 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***

According to the tire manufacturer, Continental Tire the Americas (CTA), the affected tires may have an overcure condition and CTA has initiated a safety recall for these tires. According to CTA, overcured tires may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation which could lead to partial or full tread/belt loss. These conditions may increase the risk of a crash. This affects the following Thor Motor Coach products: model year 2019 Quantum & Freedom Elite, 2019/2021 Daybreak & Four Winds, and 2019-2021 Chateau motorhomes.

***What they
will do***

Your Chevrolet dealer will inspect your vehicle’s tires. If a tire has the DOT number and production mold number combinations identified by Continental as subject to the recall, your dealer will replace the tire with a new tire of the same or equivalent size and description free of charge, including mounting, balancing and taxes.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, Continental may reimburse you for the cost of the comparable replacement tire, including mounting, balancing and taxes. To be eligible for reimbursement, you must complete a Reimbursement Request Form and submit this form with the required documents to Continental. The Reimbursement Request Form is available at www.continentaltire.com, scroll to the bottom of the page and click on TIRE RECALL or you may request a form by calling CTA Customer Relations at 1- 888-799-2168.

The tires must meet both DOT and mold number in order to be part of the recall. Details of the DOT and mold number combinations can also be found on www.continentaltire.com, scroll to the bottom of the page and click TIRE RECALL. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection or service correction time of approximately 90 minutes.

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

You should contact your GM dealer to arrange a service appointment as soon as possible. If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438.

If after contacting a Chevrolet 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

