



****IMPORTANT SAFETY RECALL – SERVICE ADVISORY****

Ford Motor Company Safety Recall: 21V-202/2021-188 (21S17)

Thor Motor Coach Safety Advisory: RC000219

This notice applies to vehicle: «VIN»

«Dealer_name»

«Street»

«City», «State» «Zip»

Dear Dealer:

Thor Motor Coach has been informed that Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, which was built on a chassis supplied by Ford, with the VIN shown above. 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 rear axle may contain an inadequate volume of lubricating oil. An inadequate volume of rear axle lubricant may result in rear wheel bearing damage potentially leading to bearing seizure. Bearing seizure may lead to rear axle or driveshaft failure. A rear axle or driveshaft failure may result in loss of vehicle motive power, loss of transmission park function, and loss of parking brake function, increasing the risk of a crash. This affects the following Thor Motor Coach products: model year 2021/2022 Ace, Challenger, Freedom Traveler, Hurricane, Miramar, Outlaw, and Windsport motorhomes.

Ford Motor Company has authorized your dealer to inspect and perform the actions listed below, depending on the vehicle mileage and part availability, free of charge (parts and labor).

- *If 5 miles or less are on the odometer, check and top off the rear axle lubricant.*
- *If greater than 5 miles on the odometer and Ford parts are available, replace the rear axle wheel bearings and seals, and drain and refill the axle with new lubricant.*
- *If greater than 5 miles on the odometer and Ford parts are not available, an interim service procedure will be performed.*
- *A follow-up service appointment will be required when Ford parts become available.*

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. In addition, your vehicle may require an inspection to determine if parts need to be ordered.

Please call your Ford dealer without delay and request a service date for **Recall 21S17**. 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 safety 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 unless you notice an odor, hear metallic grinding or whining sounds from the rear of the vehicle or perceive vehicle drag. If any of these symptoms are noticed, contact your dealer. 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