



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

DTNA Safety Recall: FL884 (21V-256)

Thor Motor Coach Safety Advisory: RC000229

This notice applies to vehicle: «VIN»

«Dealer_name»

«Street»

«City», «State» «Zip»

Dear Dealer:

Thor Motor Coach has been informed that Daimler Trucks North America LLC, on behalf of its DETROIT Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists on certain Detroit Model 2 and 3 steer axles manufactured between Jan 7th, 2021 and Mar 15th, 2021. DTNA is initiating Recall Campaign D21R6 to replace the tie rod and steering arm bolts. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

On certain Detroit Model 2 and 3 steer axles, the tie rod arm and steering arm bolts used to assemble front axle assemblies have a lengthwise “seam” defect which increases stress concentration, potentially leading to bolt failure or loss of pre-load. This affects the following Thor Motor Coach products: model year 2022 Aria, Palazzo, and Venetian motorhomes.

Records indicate that your vehicle has one of the affected steering axles. Instructions for this recall campaign were sent to your local Authorized Freightliner Repair Facility and the labor time required to perform this replacement is 1.2 hours.

Please contact an Authorized Freightliner Repair Facility and arrange to have the recall campaign performed. To locate an authorized facility, search online at <https://demanddetroit.com/find-a-dealer>. This service will be completed for you at no charge under the provisions of this notice. You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

You must make an appointment with the repair facility, at least two weeks in advance of the actual repair, so the repair facility can stock the replacement part(s) needed to complete this recall campaign. Failure to provide advance notification to the repair facility may result in a delayed repair.

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 about this Recall, please contact the **Detroit Diesel Customer Support Center**, 13400 Outer Drive West, Detroit, MI 48239, or call **(800) 445-1980 (Eastern Standard Time)**. **Detroit Diesel’s Customer Support Center is open 24 Hours / 7 Days a Week.** 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