



IMPORTANT SAFETY RECALL – SERVICE ADVISORY

Ford Motor Company Safety Recall: 21V-390 (21S26)

Thor Motor Coach Safety Advisory: RC000231

This notice applies to vehicle: «VIN»

Dear Dealer:

Thor Motor Coach has been informed by Ford Motor Company that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Do not drive your vehicle until the torque on the hub extension nuts has been verified on both front wheel hub extensions.

On your vehicle, the nuts joining the front axle hub extensions to the front axle may have been improperly tightened. Insufficiently tightened front axle hub extension nuts may result in front wheel and wheel hub extension detachment from the vehicle, increasing the risk of an injury or crash. This affects the following Thor Motor Coach products: model year 2022 Magnitude and Omni motorhomes.

Ford Motor Company has authorized your dealer to perform a mobile or in dealership repair to verify that both front hub extensions have been properly attached to the vehicle free of charge (parts and labor). If a mobile repair is not available, your vehicle will be towed and repaired at your local dealership (free of charge). The time needed for this mobile or in dealership 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.

For owners with the desire and capability to verify the torque on the hub extension nuts, instructions are provided with this letter. Owners performing this procedure should still schedule an appointment with their dealer for an inspection as part of this recall.

For owners who do not have the desire or capability to verify the torque on the hub extension nuts, please call your dealer without delay and request a service date for Recall 21S26. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. Your dealer has been instructed to either send a mobile repair technician to your location to verify the hub extension torque or tow your vehicle to the dealership to perform this recall and provide you with alternate transportation.

Ford has issued instructions to stop driving your vehicle under this safety recall until the front hub extension nut torque has been verified. 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 if you verify that the hub extension torque is correct on both front wheel hub extensions (see attached 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