



**RECREATIONAL VEHICLE SAFETY
RECALL NOTICE**

Ford Safety Recall: 21V-390 (21S26)
Thor Motor Coach Safety Advisory: RC000231
June 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 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.

***Reason for
this recall***

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.

***What they
will do***

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.

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

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

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).

If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Mobile Inspection: With customer authorization, Ford has authorized your local dealership to inspect your vehicle at a convenient time and location.

If you have questions or concerns, please contact the Ford Customer Relationship Center at 1-866-436-7332. If you wish to contact Ford through the Internet, the address is: owner.ford.com. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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

