



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 19V-215
 Safety Advisory: RC000167
 April 2019

IMPORTANT SAFETY RECALL
This notice applies to your vehicle: «VIN»

«Owner_name»
 «Street»
 «City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thor Motor Coach (TMC) has decided that a non-compliance which relates to motor vehicle safety exists in certain model year 2018 & 2019 RW28 Quantum motorhomes. As a result, TMC 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.

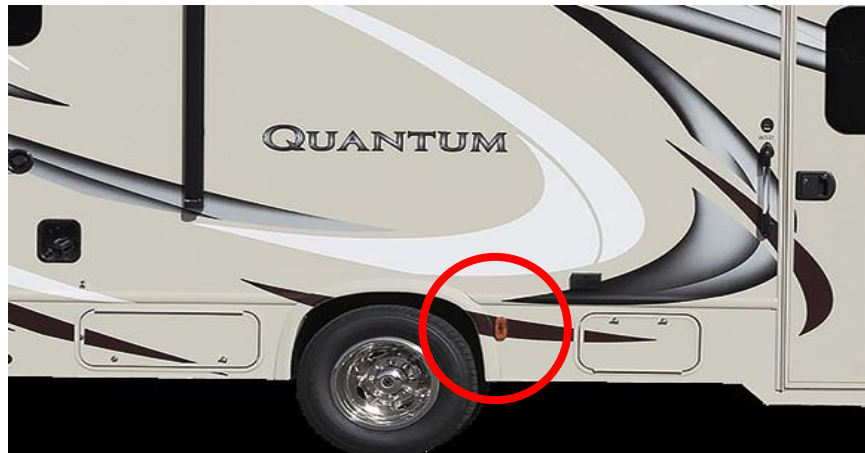
Reason for this recall

It has been discovered that on certain model year 2018 & 2019 RW28 Quantum Motorhomes, they may be missing the mid-ship marker lights, which is a non-compliance of FMVSS 108. Without the mid-ship marker lights, other drivers may underestimate the length of the motorhome which may cause a crash that may, in turn, cause property damage, injury, or death.

What we will do

TMC has contacted your selling dealer and has instructed them on how to install the missing marker lights. This will be done at no cost to you the owner. The remedy should take approximately 1 hour to perform.

If the marker lights are already installed on both sides of your motorhome, please contact us directly at recalls@tmcv.com. Please provide photos showing marker lights on motorhome, along with VIN. At that time, we will verify that your motorhome does not need the recall repair.



What we need you to do

If the marker lights are not installed on your motorhome, at your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed. To locate the nearest authorized TMC service center, please visit <https://www.thormotorcoach.com/locate-a-service-center/>. If you have questions concerning this recall or if you need any assistance, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, **or** by phone at 877-855-2867.

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from TMC by contacting the **TMC Warranty/Service Department**.

If after contacting TMC Customer Service you are still not satisfied we have done our 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

Celina Tyler
Consumer Affairs Manager
cc: National Highway Traffic Safety Administration (NHTSA)

