

Part 573 Safety Recall Report

19V-240

Manufacturer Name : Thor Motor Coach

Submission Date : APR 11, 2019

NHTSA Recall No. : 19V-240

Manufacturer Recall No. : RC000168



Manufacturer Information :

Population :

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 110

Address : PO Box 1486

Estimated percentage with defect : 100 %

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

Vehicle Information :

Vehicle 1 : 2018-2018 Chateau 35SB, 35SD, 35SF, 35SM, BB35

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -It has been discovered that on Certain MY 2018/2019 Chateau, Four Winds, Magnitude, Omni Motorhomes, the Voyager Mirror Monitor can display a reverse image when in use. ASA has submitted this under recall 19E009.

-Units not included in recall are not experiencing reverse image.

-38 Chateau units are affected by this recall.

Production Dates : JUL 21, 2017 - FEB 28, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2018-2018 Four Winds 35SB, 35SD, 35SF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -It has been discovered that on Certain MY 2018/2019 Chateau, Four Winds, Magnitude, Omni Motorhomes, the Voyager Mirror Monitor can display a reverse image when in use. ASA has submitted this under recall 19E009.

-Units not included in recall are not experiencing reverse image.

-18 Four Winds units are affected by this recall.

Production Dates : JUL 21, 2017 - FEB 28, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2019-2020 Magnitude BB35, BH35, SV34

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -It has been discovered that on Certain MY 2018/2019 Chateau, Four Winds, Magnitude, Omni Motorhomes, the Voyager Mirror Monitor can display a reverse image when in use. ASA has submitted this under recall 19E009.

-Units not included in recall are not experiencing reverse image.

-31 Magnitude units are affected by this recall.

Production Dates : JUL 21, 2017 - FEB 28, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2019-2020 Omni BB35, BH35, SV34

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -It has been discovered that on Certain MY 2018/2019 Chateau, Four Winds, Magnitude, Omni Motorhomes, the Voyager Mirror Monitor can display a reverse image when in use. ASA has submitted this under recall 19E009.

-Units not included in recall are not experiencing reverse image.

-23 Omni units are affected by this recall.

Production Dates : JUL 21, 2017 - FEB 28, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The VOM74MM mirror monitor (if the serial number starts with A, B, or C) may power ON with an image that is reversed from what is expected.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : With the reversed image on the mirror monitor, the driver may inadvertently turn the wrong direction to avoid an object behind the vehicle, increasing the risk of a crash.

Description of the Cause : The mirror monitor is loading default factory settings, causing the monitor to reverse the image displayed.

Identification of Any Warning that can Occur : NA

Supplier Identification :**Component Manufacturer**

Name : ASA Electronics
Address : 2602 Marina Drive
Elkhart INDIANA 46514
Country : United States

Chronology :

12/13/2018 ASA Electronics confirmed the first incident of a reverse image being displayed.
3/18/2019 ASA notified TMC of recall 19E-009 that ASA submitted.
3/22/2019 After discussions with ASA, it was determined that TMC will be handling all recall notifications and reporting and all expenses related to this recall will be charged back to the vendor.
3/25/2019 Engineering has confirmed that there is about a 2 volt drop upon the engine starting in our products.
3/27/2019 TMC's Safety Committee Team agreed that a recall would be issued and a 573 submitted without scope and once we were sure of the scope, we will amend.

Description of Remedy :

Description of Remedy Program :	TMC, with ASA's cooperation, will provide a harness to install that will prevent the image from inverting. Reimbursement will be provided through the normal warranty claim process, which will be sent as a vendor charge back to ASA.
How Remedy Component Differs from Recalled Component :	Remedy component will not experience an inverted image.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	TMC will notify the dealers and owners of the recreational vehicles by letter. A final copy of the owner letter will be provided to NHTSA, along with the dealer repair procedures.
Planned Dealer Notification Date :	MAY 27, 2019 - MAY 27, 2019
Planned Owner Notification Date :	MAY 27, 2019 - MAY 27, 2019

* NR - Not Reported