



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 19V-240
Safety Advisory: RC000168
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 defect which relates to motor vehicle safety exists in certain model year 2018 Chateau & Four Winds and 2019/2020 Magnitude & Omni 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 Chateau & Four Winds and 2019/2020 Magnitude & Omni Motorhomes, the Voyager Mirror Monitor (VOM74MM) can power ON with an image that is reversed from what is expected. The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle, increasing the risk of a crash. Please utilize your side mirrors until the repair is implemented.

This recall condition only relates to vehicles that have the VOM74MM Mirror Monitor that has a serial number starting with “A”, “B”, or “C”. Please verify the serial number on the back of the monitor as depicted in the photos below.



***What we
will do***

TMC has contacted your selling dealer and has instructed them on how to install the harness/relay/capacitor module to complete the recall repair. This will be done at no cost to you the owner. The remedy should take approximately 30 minutes to perform.

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

If your Voyager Mirror Monitor has a serial number starting with “A”, “B”, or “C”, 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 it does not fit into the above serial number criteria, please contact TMC directly at Recalls@TMCRV.com and provide a photo of the serial sticker, your VIN, and a statement that your motorhome does not need the recall repair.

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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)

