

Part 573 Safety Recall Report

19V-504

Manufacturer Name : Thor Motor Coach

Submission Date : JUN 29, 2019

NHTSA Recall No. : 19V-504

Manufacturer Recall No. : RC000170



Manufacturer Information :

Population :

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 1,625

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 : 2019-2020 Challenger 35MQ, 37DS, 37FH, 37KT, 37TB, 37YT,

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on certain model year 2019/2020 Challenger motorhomes, were manufactured with a vehicle control system that contains defective software. -Issue was found and corrected in production; therefore, units after that date were not included. - 321 Challenger units are affected by recall.

Production Dates : MAR 29, 2018 - JUN 19, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2020 Miramar 32.2, 34.2, 35.2, 35.3, 37.1

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on certain model year 2019/2020 Miramar motorhomes, were manufactured with a vehicle control system that contains defective software. - Issue was found and corrected in production; therefore, units after that date were not included. - 476 Miramar units are affected by recall.

Production Dates : MAR 23, 2018 - JUN 20, 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 model year 2019/2020 Magnitude motorhomes, were manufactured with a vehicle control system that contains defective software. -Issue was found and corrected in production; therefore, units

after that date were not included. - 146 Magnitude units are affected by recall.

Production Dates : AUG 02, 2018 - JUN 19, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2019-2020 Outlaw 37GP, 37RB, 38MB

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on certain model year 2019/2020 Outlaw motorhomes, were manufactured with a vehicle control system that contains defective software. - Issue was found and corrected in production; therefore, units after that date were not included. - 227 Outlaw units are affected by recall.

Production Dates : MAR 26, 2018 - JUN 18, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2019-2020 Omni BB35, BH35, SV34, XG32

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on certain model year 2019/2020 Omni motorhomes, were manufactured with a vehicle control system that contains defective software. - Issue was found and corrected in production; therefore, units after that date were not included. - 98 Omni units are affected by recall.

Production Dates : AUG 09, 2018 - JUN 20, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2019-2020 Palazzo 33.2, 33.3, 33.5, 36.1, 36.3, 37.4

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on certain model year 2019/2020 Palazzo motorhomes, were manufactured with a vehicle control system that contains defective software. - Issue was found and corrected in production; therefore, units after that date were not included. - 357 Palazzo units are affected by recall.

Production Dates : APR 02, 2018 - JUN 19, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The vehicles subject to this recall were manufactured with a vehicle control system that contains defective software. The software may allow various components in the motor home to operate at random and without warning

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The random operation of motor home components such as slide rooms could result in personal injury.

Description of the Cause : Supplemental information will be provided once confirmed.

Identification of Any Warning that can Occur : N/A

Supplier Identification :

Component Manufacturer

Name : Firefly Integrations

Address : 1013 Elroy Drive
Middlebury INDIANA 46540

Country : United States

Chronology :

6/10/19 Notification of an incident from a customer regarding slides moving
6/14/19 Met with Firefly Integrations to discuss issue and begin investigation
6/19/19 TMC provides Palazzo motorhome for Firefly Integrations to conduct testing
6/26/19 Firefly Integrations provides production numbers for potential scope of units
6/27/19 TMC finalizes scope based on Firefly Integrations information. TMC Safety Committee meets to discuss together with Firefly Integrations and it is decided that a recall should be released. No correction is established at this time. Due to the potential for personal injury, TMC voluntarily begins making phone calls to all affected customers.

Description of Remedy :

Description of Remedy Program : TMC, with Firefly's cooperation, will update the Multiplex system's in the affected motorhomes.

How Remedy Component Differs from Recalled Component : Supplemental information will be provided once confirmed

Identify How/When Recall Condition was Corrected in Production : Supplemental information will be provided once confirmed

Recall Schedule :

Description of Recall Schedule : TMC will notify the dealers and owners of the recreational vehicles by

Planned Dealer Notification Date :	letter. A final copy of the owner letter will be provided to NHTSA, along with the dealer repair procedures.
Planned Owner Notification Date :	AUG 28, 2019 - AUG 28, 2019
	AUG 28, 2019 - AUG 28, 2019

* NR - Not Reported