Part 573 Safety Recall Report

Manufacturer Name :	Thor Motor Coach
Submission Date :	JUN 30, 2019
NHTSA Recall No. :	19V-504
Manufacturer Recall No. :	RC000170

Manufacturer Information :

Manufacturer Name : Thor Motor Coach Address: PO Box 1486 701 County Road 15 Elkhart IN 46515 Company phone : 877-500-1020

Vehicle Information :

	2019-2020 Challe BUSES, MEDIUM	0		FH, 37KT, 37TB, 37YT,	
Body Style :			ICLES		
Power Train :					
	It has been discov motorhomes, wer defective softwar	re manufacture eIssue was fo	ed with ound an	nodel year 2019/2020 Cha a vehicle control system th nd corrected in production ' Challenger units are affec	nat contains ; therefore, units
Production Dates :	MAR 29, 2018 - JI	JN 19, 2019			
VIN Range 1:	Begin :	NR	End :	NR	Not sequential
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		and corrected i	n produ	uction; therefore, units afte	
Production Dates :	MAR 23, 2018 - JI	JN 20, 2019			
VIN Range 1:	Begin :	NR	End :	NR	☐ Not sequential
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Descriptive Information :	It has been discov motorhomes, wer defective softwar	re manufacture eIssue was fo	ed with ound an	a vehicle control system th	nat contains



Number of potentially involved : 1,554 Estimated percentage with defect : 100~%

Population :

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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 no included 96 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 7ype: 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 no included 345 Palazzo units are affected by recall. Production Dates: APR 02, 2018 -JUN 19, 2019					
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	FMVS	_		1	0

Part 573 Safety Recall Report

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 :	

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

The information contained in this report was submitted pursuant to 49 CFR §573

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

* NR - Not Reported

The information contained in this report was submitted pursuant to 49 CFR §573