



**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 19V-504  
Safety Advisory: RC000170  
July 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 2019/2020 Challenger, Miramar, Magnitude, Omni, Outlaw, and Palazzo 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 certain model year 2019/2020 Challenger, Miramar, Magnitude, Omni, Outlaw, Palazzo motorhomes were manufactured with a Multiplex system that contains defective software. The software may allow various components in the motor home to operate at random and without warning. The random operation of motor home components such as slide rooms could result in personal injury.

***What we  
will do***

TMC has contacted your selling dealer and has instructed them on how to update the Multiplex system in your motorhome. This will be done at no cost to you the owner. The remedy should take approximately 20 minutes to perform.

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

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, by phone at 877-855-2867, or email at [Recalls@TMCRV.com](mailto:Recalls@TMCRV.com).

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)

