



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 23, 2019

Ms. Celina Tyler
Consumer Affairs Manager
Thor Motor Coach
P. O. Box 1486
Elkhart, IN 46515

NEF-150KL
19V-714

Subject: Incorrect Information on OCCC/FMVSS 120

Dear Ms. Tyler:

This letter serves to acknowledge Thor Motor Coach's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

THOR/AXIS/2015
THOR/CHATEAU/2016-2017, 2020
THOR/CITATION/2015-2020
THOR/FOUR WINDS/2016-2017, 2019
THOR/QUANTUM/2019-2020
THOR/SIESTA/2015-2020
THOR/SYNERGY/2016, 2020
THOR/VEGAS/2015
THOR MOTOR COACH/TUSCANY/2014

Mfr's Report Date: October 8, 2019

NHTSA Campaign Number: 19V-714

Components:

EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 101

Problem Description:

Thor Motor Coach (TMC) is recalling certain 2014 Tuscan 36M, 40E, 2015 Citation 24SL, Siesta 24SL, Axis 25.1 and Vegas 25.1, 2016 Four Winds 31E, 31W, 35SF, Chateau 31E, 31W, Synergy SD24, Citation 24SL, 24SS and Siesta 24SL, 24SS, 2017 Four Winds 31E, 31W, Chateau 31E, 35SD, Citation 24SS and Siesta 24SS, 2018 Citation 24SS and Siesta 24SS, 2019 Quantum CR24, Four Winds 24BL, Citation 24MB and Siesta 24MB and 2020 Quantum CR24, Citation 24MB, Siesta 24MB, Chateau 24BL and Synergy 24MB vehicles. The Occupant and Cargo Carrying Capacity (OCCC) label has the incorrect carrying capacity listed, which can allow the vehicle to be overloaded. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 120, "Wheels and Rims - Other Than Passenger Cars."

Consequence:

An inadvertently overloaded motorhome due to an incorrect carrying capacity can increase the risk of a crash.

Remedy:

TMC will notify owners, and dealers will issue new OCCC labels with correct seating positions and weight calculations, free of charge. The recall is expected to begin December 2, 2019. Owners may contact TMC customer service at 1-877-855-2867. TMC's number for this recall is RC000176.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement