



IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

RECREATIONAL VEHICLE **SAFETY RECALL NOTICE**

Safety Recall: 19V-714

Safety Advisory: RC000176

November 2019

«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 certain 2014 through 2020 Model Year Axis, Chateau, Citation, Four Winds, Quantum, Siesta, Synergy, Tuscany, and Vegas motorhomes fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 120, "Tire Selection and Rims and Motor Home/Recreation Vehicle Trailer Load Carrying Capacity Information for Motor Vehicles with a GVWR of more than 4,536 kilograms (10,000 pounds)." 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 decided that on certain 2014 through 2020 Axis, Chateau, Citation, Four Winds, Quantum, Siesta, Synergy, Tuscany, and Vegas motorhomes, the seatbelt positions were incorrectly allotted thereby providing an incorrect carrying capacity on the OCCC Label. The incorrect information on the label could lead to overloading of the motorhome which could result in poor vehicle handling. This could result in a crash, causing injury and/or property damage.

What we will do

TMC has enclosed the correct label to remedy the non-compliance.

What we need you to do

At your earliest convenience, remove the existing OCCC label and apply the new one in its place. This label is affixed to the interior side of the forward-most door on the passenger side (directly below the window screen) for Class A motorhomes, or on the passenger side door for Class C motorhomes. This remedy will take approximately 5 minutes.



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 by email at 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)

