



IMPORTANT SAFETY RECALL
This notice applies to your vehicle: «VIN»

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
Safety Recall: 19V-799
Safety Advisory: RC000180
January 2020

«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 2013 through 2018 Tuscany, 2014 through 2017 Tuscany XTE and 2016 through 2020 Venetian motorhomes fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 108, " Lamps, reflective devices, and associated equipment". 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 2013 through 2018 Tuscany, 2014 through 2017 Tuscany XTE and 2016 through 2020 Venetian motorhomes, the rear reflectors are not in the right location which is a non-compliance of FMVSS 108. Without the required reflectors, the motorhome may be less visible to other drivers, increasing the risk of a crash and/or property damage.

What we will do

TMC has enclosed four (4) adhesive reflectors to remedy the non-compliance.

What we need you to do

At your earliest convenience, apply the adhesive reflectors as outlined in the attached instructions. 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)

