

# Part 573 Safety Recall Report

# 20V-148

**Manufacturer Name :** Thor Motor Coach**Submission Date :** MAR 19, 2020**NHTSA Recall No. :** 20V-148**Manufacturer Recall No. :** RC000185**Manufacturer Information :**

Manufacturer Name : Thor Motor Coach

Address : PO Box 1486

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

**Population :**

Number of potentially involved : 227

Estimated percentage with defect : 3 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Sequence 20A, 20K, 20L

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : -Some 2014-2019 MY Ram ProMaster vehicles equipped with a 3.6L engine may have been built with a transmission gear shift cable that was kinked during the vehicle manufacturing process.

- This recall is not related to a shifter cable defect but rather an assembly issue where the cable is damaged during the vehicle manufacturing process. Remedy part is the same as production.

-179 Sequence units are affected by this recall.

Production Dates : FEB 25, 2019 - MAR 02, 2020

VIN Range 1 : Begin : 3C6URVUGOKE527646 End : 3C6URVUGXKE560430  Not sequential

Vehicle 2 : 2020-2021 Tellaro 20AT, 20LT

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : -Some 2014-2019 MY Ram ProMaster vehicles equipped with a 3.6L engine may have been built with a transmission gear shift cable that was kinked during the vehicle manufacturing process.

- This recall is not related to a shifter cable defect but rather an assembly issue where the cable is damaged during the vehicle manufacturing process. Remedy part is the same as production.

-48 Tellaro units are affected by this recall.

Production Dates : FEB 25, 2019 - MAR 02, 2020

VIN Range 1 : Begin : 3C6URVUGOKE527646 End : 3C6URVUGXKE560430  Not sequential

**Description of Defect :**

Description of the Defect : The transmission shifter cable could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver (including a shift to PARK), although the actual transmission gear position will be displayed on the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : NA

**Involved Components :**

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

**Supplier Identification :****Component Manufacturer**

Name : Chrysler (FCA US LLC)

Address : 800 Chrysler Drive  
Auburn Hills MICHIGAN 48326-2757

Country : United States

**Chronology :**

- May 21, 2019- FCA US LLC's Vehicle Safety and Regulation Compliance (VSRC) org. Proactive Sensing group identified a potential issue with the transmission gear shifter cable.
- May 21 to September 25, 2019 – VSCR review field data to understand the scope of the issue.
- September 25, 2019 – FCA expanded the investigation on the Ram ProMaster vehicles as a result of the field data review.
- October 1, 2019 to January 10,2020 – Meetings were conducted between FCA US VSRC, FCA US Engineering, and FCA Mexico Manufacturing Engineering to review the issue, confirm the potential safety consequence, understand suspect scope of vehicles affected, and understand the effect of various assembly plant corrective actions implemented.
- As of January 10, 2020 – FCAUS has identified seven CAIRs and zero field reports related to the issue. They did identify 545 warranty claims potentially related to the issue. FCA is not aware of any accidents or injuries potentially related to this issue.
- January 16, 2020- FCA determined to conduct a voluntary safety recall of the affected vehicles.
- March 12, 2020 – Thor Motor Coach received an interim notice by mail from FCA regarding this recall.
- March 16, 2020- TMC determined their recall scope to file the 573 notice.

## Description of Remedy :

Description of Remedy Program : FCA will conduct a Voluntary Safety Recall to replace the transmission shift cable (part 68166623AC) on all affected vehicles.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : FCA has begun interim notification to motorhome owners. This recall is being issued to allow owners & dealer to find recall information based upon the final stage manufacturer's name in the event of a search. FCA has issued a recall (20V-036) and their recall will satisfy the regulatory notification requirements for both owners and dealers. FCA will be reporting response rates for their recall and Thor Motor Coach will not be duplicating this reporting.

Planned Dealer Notification Date : MAY 16, 2020 - MAY 16, 2020

Planned Owner Notification Date : MAY 16, 2020 - MAY 16, 2020

\* NR - Not Reported