



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 20V-148
 Safety Advisory: RC000185
 May 2020

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 safety defect exists in certain TMC motorhomes based upon notification by Fiat Chrysler Automobiles (FCA US LLC) that a defect which relates to motor vehicle safety exists in certain Ram 3500 Promaster chassis that were used to manufacture your TMC motorhome. FCA US LLC was issued recall 20V-036 by the National Highway and Safety Administration (NHTSA) to remedy this defect. DTNA’s recall number is W00. To assist FCA US LLC and NHTSA in identifying the final vehicles manufactured, TMC is also 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 certain on TMC motorhomes subject to this recall campaign, 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. 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.

What we will do

TMC has provided your address and owner information to FCA US LLC to assist them in contacting you and providing you with all of the details available to remedy your vehicle. FCA US LLC will be handling the repair of your vehicle at an authorized dealer. This will be done for you, the owner free of charge. Parts are scheduled to be available starting May 19, 2020.

What we need you to do

You will be receiving a recall notice from FCA US LLC regarding this recall and what you need to do to have your vehicle repaired. If you have questions about this Recall, please contact FCA US LLC at 1-800-853-1403. For other concerns, you may contact the TMC Warranty/Service Department at (877) 855-2867.

If after contacting FCA US LLC or 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

Hanah Klodzinski
 Recall Compliance Coordinator
 cc: National Highway Traffic Safety Administration (NHTSA)

