



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 30, 2020

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

NEF-150KL
20V-178

Subject: Driveshaft May Separate From Rear Axle

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/CHATEAU/2020
THOR/FOUR WINDS/2020-2021
THOR/QUANTUM/2020
THOR MOTOR COACH/AXIS/2020
THOR MOTOR COACH/VEGAS/2020

Mfr's Report Date: March 25, 2020

NHTSA Campaign Number: 20V-178

Components:

POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT
POWER TRAIN:DRIVELINE:DRIVESHAFT

Potential Number of Units Affected: 22

Problem Description:

Thor Motor Coach (TMC) is recalling certain 2020 Chateau 31W and 31WV, Quantum KW29 and LF31, Vegas 24.1 and Axis 24.1 motorhomes and 2020-2021 Four Winds 24F, 28Z, and 31E motorhomes built on a Ford chassis. The rear axle differential may have an insufficient amount of fluid, possibly resulting in a failure of the rear axle assembly and a driveshaft separation.

Consequence:

If the driveshaft separates, there may be a loss of drive, increasing the risk of crash. Additionally, if the parking brake is not applied, unintended vehicle movement can occur if the transmission is left in Park, increasing the risk of injury or crash.

Remedy:

Ford will notify owners, and Ford or Lincoln dealers will inspect the rear axle differential fluid level and adjust it, or replace the rear axle as necessary, free of charge. The recall is expected to begin May 24, 2020. Owners may contact Ford customer service at 1-866-436-7332 or TMC customer service at 1-877-855-2867. TMC's number for this recall is RC000188.

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.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

We understand that Ford will be filing the required recall completion rate reports for this campaign.

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