

# Part 573 Safety Recall Report

# 20V-178

**Manufacturer Name :** Thor Motor Coach**Submission Date :** MAR 24, 2020**NHTSA Recall No. :** 20V-178**Manufacturer Recall No. :** RC000188**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 22

Address : PO Box 1486

Estimated percentage with defect : 100 %

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

**Vehicle Information :**

Vehicle 1 : 2020-2020 Chateau 31W, 31WV

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

-The remedy component will contain the required amount of axle lubricant.

-3 Chateau units are affected by this recall.

Production Dates : JAN 30, 2020 - MAR 18, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2021 Four Winds 24F, 28Z, 31E

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** -Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.  
-The remedy component will contain the required amount of axle lubricant.  
-14 Four Winds units are affected by this recall.

**Production Dates :** JAN 30, 2020 - MAR 18, 2020

**VIN Range 1 :** Begin : 1FC3E3KN8MDC00812 End : 1FDXE4FNXMDC01733  Not sequential

Vehicle 3 : 2020-2020 Quantum KW29, LF31

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** -Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.  
-The remedy component will contain the required amount of axle lubricant.  
-3 Quantum units are affected by this recall.

**Production Dates :** JAN 30, 2020 - MAR 18, 2020

Vehicle 4 : 2020-2020 Vegas 24.1

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** -Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.  
-The remedy component will contain the required amount of axle lubricant.  
-1 Vegas unit is affected by this recall.

**Production Dates :** JAN 30, 2020 - MAR 18, 2020

Vehicle 5 : 2020-2020 Axis 24.1

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** -Ford's team reviewed supplier process and maintenance records to determine the population of affected parts. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.  
-The remedy component will contain the required amount of axle lubricant.  
-1 Axis unit is affected by this recall.

**Production Dates :** JAN 30, 2020 - MAR 18, 2020

## **Description of Defect :**

**Description of the Defect :** An inadequate amount of axle lubricant may result in bearing seizure leading to component fracture and driveshaft separation from the rear axle.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** In the event of a rear axle pinion stem fracture, customers would experience loss of vehicle motive power and loss of park function. If the parking brake is not applied, this could result in unintended vehicle movement, increasing the risk of injury or crash.

**Description of the Cause :** Inadequate lubrication level in the axle differential housing caused by a misaligned oil fill nozzle

**Identification of Any Warning that can Occur :** A metallic grinding or whining sound may be heard from the rear of the vehicle prior to bearing seizure and pinion stem fracture.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : Ford Motor Company

Address : PO Box 1904

Dearborn MICHIGAN 48121-1904

Country : United States

## Chronology :

- January – February 2020 Ford’s Consumer Product Audit Team was evaluating a 2021 MY Ford E-Series and experienced a rear axle pinion stem fracture. The team brought this concern to Ford’s Critical Concern Review Group for review. Supplier analysis indicated the pinion stem fracture resulted from tail bearing seizure due to a lack of adequate lubrication. Review of supplier maintenance and downtime records identified a malfunction during the robotic axle lubricant fill procedure resulting in the potential for a misfill or no fill condition between January 10th and 13th, 2020. This axle lubricant fill line is common for both E-Series and Super-Duty rear axles. Teams inspected 320 axles at the assembly plant and found 3 additional assemblies, 1 in a vehicle and 2 still in the shipping rack, that had oil levels below specification. In the event of rear axle pinion stem fracture, customers would experience loss of vehicle motive power and loss of park function. There are no warranty or customer field reports for this condition.
- On February 14, 2020, Ford’s Field Review Committee reviewed the concern and approved a field action.” Ford is not aware of any reports of accident or injury related to this condition.
- March 23, 2020 – TMC was notified by Ford via letter of this upcoming recall.

## Description of Remedy :

**Description of Remedy Program :** Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the lubricant level checked. Axles found to have lubricant at the “minimum” level will be filled to the “full” level. Axles found to be below the minimum lubricant fill level will be replaced. There will be no charge for this service. Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern. Ford will forward a copy of the notification letters to dealers to the agency when available.

**How Remedy Component Differs from Recalled Component :** The remedy component will contain the required amount of axle lubricant.

**Identify How/When Recall Condition was Corrected in Production :** Corrective action to insure adequate lubricant fill of the rear axles was implemented on January 14, 2020.

## Recall Schedule :

**Description of Recall Schedule :** Ford will notify the dealers and owners of the recreational vehicles by letter. 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. Ford has issued a recall (20V-099/20S09) and their recall will satisfy the regulatory notification requirements for both owners and dealers. Ford will be reporting response rates for their recall and Thor Motor Coach will not be duplicating this reporting.

**Planned Dealer Notification Date :** MAY 24, 2020 - MAY 24, 2020

**Planned Owner Notification Date :** MAY 24, 2020 - MAY 24, 2020

\* NR - Not Reported