



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 20V-178
 Safety Advisory: RC000188
 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 Ford Motor Company that a defect which relates to motor vehicle safety exists in certain Ford chassis that were used to manufacture your TMC motorhome. Ford was issued recall 20V-099 by the National Highway and Safety Administration (NHTSA) to remedy this defect. Ford’s recall number is 20S09. To assist Ford 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 on certain TMC motorhomes subject to this recall campaign, it may be possible that rear axle differential fluid is below the minimum fill level. This may result in premature failure of the rear axle assembly, increasing the risk of a crash.

What we will do

TMC has included in this mailing the recall notification letter from Ford. Ford will be handling the repair of your vehicle at an authorized Ford dealer. The dealer will be inspecting the rear axle differential fluid level and adjust or replace if necessary. The time needed for the repair is less than one-half day. This will be done for you, the owner, free of charge.

What we need you to do

Please review the included Ford recall notification letter for further instructions. If you have questions about this Recall, please contact the Ford Customer Relationship Center at 1-866-436-7332 or www.Fordowner.com. For other concerns, you may contact the TMC Warranty/Service Department at (877) 855-2867 or Recalls@TMCRV.com.

If after contacting Ford 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)

