



**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 20V-312  
Safety Advisory: RC000191  
June 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 Mercedes-Benz USA, LLC that a defect which relates to motor vehicle safety exists in certain MB chassis that were used to manufacture your TMC motorhome. MB was issued recall 20V-181 by the National Highway and Safety Administration (NHTSA) to remedy this defect. MB's recall number is 2020040023. To assist MB 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, the rear part of the fender liner on the front axle could contact and chafe the brake hose. If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could contact and chafe the brake hose, which could lead to the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid empties, this may increase the stopping distance and increase the risk of a crash.

***What we  
will do***

TMC has included in this mailing the recall notification letter from MB. MB will be handling the repair of your vehicle at an authorized dealer. The dealer will check the condition and clearance of the brake hoses and, if necessary, to replace them. Additionally, the corresponding fender liner will be modified accordingly on the respective side. This service will be provided free of charge. Minimum repair time can be up to approximately 4 hours.

***What we need  
you to do***

Please review the included MB recall notification letter for further instructions. If you have questions about this Recall, please contact MB directly at 1-800(FOR)-MERCEDES. For other concerns, you may contact the TMC Warranty/Service Department at (877) 855-2867 or [Recalls@TMCRV.com](mailto:Recalls@TMCRV.com).

If after contacting MB 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)

