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## Part 573 Safety Recall Report

Manufacturer Name :	Thor Motor Coach
Submission Date :	JUN 09, 2020
<b>NHTSA Recall No. :</b>	20V-339
Manufacturer Recall No. :	RC000192

### Manufacturer Information :

Manufacturer Name : Thor Motor Coach Address : PO Box 1486 701 County Road 15 Elkhart IN 46515 Company phone : 877-500-1020

### Vehicle Information :

V.L. 1.					
venicie 1:	2020-2021 T	hor Motor Co	ach ACE		
Vehicle Type :	BUSES, MEDI	UM & HEAVY	VEHICLES		
Body Style :	OTHER				
Power Train :	GAS				
Descriptive Information :	<ul> <li>-Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.</li> <li>-The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.</li> <li>- 20 ACE Units are affected by this recall.</li> </ul>				
Production Dates :	JAN 14. 2020	-JAN 31, 202	0		
VIN Range 1:		NR	End: NR		Not sequential
Vehicle Type : Body Style : Power Train :	<ul> <li>2: 2020-2020 Thor Motor Coach Gemini</li> <li>pe: BUSES, MEDIUM &amp; HEAVY VEHICLES</li> <li>yle: OTHER</li> <li>ain: DIESEL</li> <li>ion: -Affected vehicles were identified by cross-referencing Lippert Components, Inc. (LCI) shipping records with Thor Motor Coach (TMC) production records. Vehicles within the recall scope were built using LCI-supplied windows manufactured during a specific period during which LCI used an adhesive that exhibited poor adhesion on these components.</li> <li>The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.</li> <li>2 Gemini Units are affected by this recall.</li> </ul>				
Production Dates :			C C		
VIN Range 1:		NR	End: NR		Not sequential

NHTSA

Number of potentially involved :

Estimated percentage with defect : 100 %

**Population :** 

20V-339

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Power Train :						
Vehicle Type : Body Style :		DIUM & HEAVY	( VEHICLES			
		Thor Motor Co				
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Production Dates :				ND		
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	specific per these comp		ICH LUI USED 8	ui adhesive	that exhibited [	ooor adhesion on
	the recall s	cope were buil	t using LCI-su	ipplied win	dows manufact	ured during a
Descriptive Information :						mponents, Inc. (LC ls. Vehicles within
Power Train :						
Vehicle Type : Body Style :		DIUM & HEAVY	( VEHICLES			
		Thor Motor Co	-	S		
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Production Dates : VIN Range 1 :		20 - JAN 31, 202 NR	20 End :	NR		Not sequentia
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		ly components sed in LCI's orig		0	different adhes	ive than the
	these comp	0	ich LCI used a	in adhesive	that exhibited p	ooor adhesion on
	the recall s	cope were buil	t using LCI-su	ipplied win	dows manufact	ured during a
Descriptive Information :						mponents, Inc. (LC ls. Vehicles within
Power Train :						
Body Style :		DIUM & HEAVY	( VEHICLES			
		Thor Motor Co				

Begin :	NR	End: NR	Not sequential
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venicie 9. 20	20-2020 Thor Motor Co	oach Outlaw		
Vehicle Type : BU	SES, MEDIUM & HEAVY	Y VEHICLES		
Body Style : OT				
Power Train : GA	.S			
the spo the -Tl add	ffected vehicles were id ipping records with The e recall scope were buil ecific period during wh ese components. he remedy components hesive used in LCI's orig Outlaw unit is affected	or Motor Čoach (TM t using LCI-supplied ich LCI used an adhe will be installed usi ginal manufacturing	C) production rec windows manufa esive that exhibite ng a different adh	ords. Vehicles within actured during a d poor adhesion on
Production Dates : JAI	N 14, 2020 - JAN 31, 202	20		
VIN Range 1: Beg	in: NR	End: NR		Not sequential
Vehicle Type : BU Body Style : OT Power Train : GA Descriptive Information : -Af shi the -Th add - 4	S	Y VEHICLES lentified by cross-ref or Motor Coach (TM t using LCI-supplied ich LCI used an adhe s will be installed usi ginal manufacturing d by this recall.	C) production rec windows manufa esive that exhibite ng a different adh	ords. Vehicles within actured during a d poor adhesion on
VIN Range 1 : Beg		End: NR		Not sequential
<b>escription of Defect :</b> Description of the Defect : FMVSS 1 :	there is a potential pool latch extrusion to the g	or adhesive bond be		
FMVSS 2 :				
	If the adhesion bond fa	ails where the glass	e	ame, the window indow completely

Description of the Cause :Poor adhesive bond between the hinge extrusion and the latch extrusion to the<br/>glass.Identification of Any Warning<br/>that can Occur :Poor adhesion can be detected with a pull test.

#### **Involved Components :**

Component Name 1 : NR Component Description : NR

Component Part Number: NR

#### **Supplier Identification :**

#### **Component Manufacturer**

Name : Lippert Components

Address : 2703 College Ave Goshen INDIANA 46528 Country : United States

#### **Chronology** :

Feb. 10 to 28, 2020 – LCI informed TMC of a potential manufacturing issue involving adhesive in 3000-series vented windows.

Mar. 4, 2020 - TMC was advised that LCI corrected the issue in its manufacturing process and that LCI reviewed its inventory to contain suspect product.

Mar. 6 to Mar. 23, 2020 – TMC contacted LCI to obtain more details regarding the potential issue with the LCIsupplied windows. LCI provided a spreadsheet of units they inspected at TMC production. LCI replaced potentially defective windows at TMC's Parts Department. TMC also began an investigation into shipped windows to determine the potential scope of units affected in the field.

Mar. 23, 2020 – TMC safety committee determined to issue a service bulletin regarding the potential issue.

Mar. 23, 2020 – Indiana issued a "stay-at-home" order. During this time, LCI closed most of its operations, and TMC dealers around the country shut down or had minimal operations in accordance with applicable stay-at-home orders. During the week of March 23, 2020, TMC began closing most of its operations to observe social distancing guidance.

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Mar. 23 to May 11, 2020 - Due to COVID-19 and shutdown at TMC, implementation of the service bulletin to repair affected units was delayed.

May 4 to 11, 2020 – TMC began returning its workforce.

May 19, 2020 – TMC was advised that NHTSA had contacted a sister company (Jayco) regarding a service bulletin that company issued for the same window issue.

May 26-29, 2020 - TMC prepared their own Technical Service Bulletin to release based on their sister company's and LCI's service bulletin information.

Jun. 4, 2020 - TMC reviewed field reports and similar issues in the industry to assess the impact on safety. Although there have been no claims of separation involving retail customers and no accidents or injuries related to this issue, out of an abundance of caution, TMC decided to convert the service campaign into a safety recall.

#### **Description of Remedy :**

Description of Remedy Program :	Dealers will be instructed to inspect all LCI 3000-series crank out vent and egress windows from the affected production period for proper adhesive bond strength. If the glass shows evidence of separation, the glass will be replaced free of charge, parts and labor. Reimbursement will be provided through the normal warranty claim process. All of the subject vehicles remain under the manufacturer's warranty. Therefore, pursuant to 49 CFR 577.11(e), TMC requests an exemption from the reimbursement plan requirements.
	The remedy components will be installed using a different adhesive than the adhesive used in LCI's original manufacturing process.
	Windows produced by LCI on and after January 28, 2020 use a different temperature/humidity cure adhesive, and LCI introduced an improved cure process.
was corrected in Production :	

#### **Recall Schedule :**

Description of Recall Schedule :TMC will notify the dealers and owners of the recreational vehicles by<br/>letter. A final copy of the owner letter, along with the dealer repair<br/>procedures, will be provided to NHTSA.Planned Dealer Notification Date :JUL 05, 2020 - JUL 12, 2020Planned Owner Notification Date :JUL 05, 2020 - JUL 12, 2020

#### \* NR - Not Reported

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