



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 20V-339
Safety Advisory: RC000192
July 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 defect which relates to motor vehicle safety exists in certain model year 2020/2021 Ace, Axis, Chateau, Compass, Delano, Four Winds, Gemini, Hurricane, Omni, Outlaw, Quantum, Vegas, and Windsport motorhomes. As a result, TMC is 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 campaign***

In certain Lippert Components, Inc. (LCI) 3000-Series frameless windows, there is a potential poor adhesive bond between the hinge extrusion and the latch extrusion to the glass. If the adhesion bond fails where the glass meets the hinge frame, the window glass could partially detach or completely separate. If the window completely separates while the vehicle and/or trailer is in transit, it could become a road hazard, potentially increasing the risk of a crash or injury.

***What we
will do***

TMC has contacted your selling dealer and has instructed them on how to perform a pull test on the frameless windows at the vent and replace the vent portion if the glue bond fails during the pull test. This will be done at no cost to you the owner. The service required should take approximately ½ hour to perform.

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

At your earliest convenience, please contact your dealer and schedule an appointment to have this service completed. To locate the nearest authorized TMC service center, please visit <https://www.thormotorcoach.com/locate-a-service-center/>. If you have questions concerning this recall or if you need any assistance, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, by phone at 877-855-2867, or by email at Recalls@TMCRV.com.

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from TMC by contacting the **TMC Warranty/Service Department**.

If after contacting 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)

