



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 2019-2021 Four Winds & Freedom Elite 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 recall

It has been discovered that on certain model year 2019-2021 Four Winds & Freedom Elite motorhomes may have had the incorrect size converter breaker installed. The wiring connected to the breaker can overheat, which could lead to melting and the potential for a fire.

What we will do

TMC has contacted your selling dealer and has instructed them on to inspect the breaker size and replace with the correct size if needed. The correct size breaker for your motorhome is a 70amp and may currently have a 100amp. This will be done at no cost to you the owner. The remedy should take up to fifteen (15) minutes to perform.

What we need you to do

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy 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 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)

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 20V-423

Safety Advisory: RC000199

September 2020

