



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 20V-718
 Safety Advisory: RC000207
 January 2021

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 2021 Four Winds 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 certain model year model year 2021 Four Winds motorhomes are equipped with a Dometic S31, R1731, AND R2131 Series COOKING STOVES that were manufactured between May of 2018 and July 9, 2020. The user of the motorhome can become aware of the potential defect when, after some period of usage, begins to smell gas near the stove when it is not in operation; if the user or other servicer then attempts to tighten the bolts that hold the valves under the stove burners, the tightening action can cause irreversible damage to the o-ring seal at the valve(s), resulting in a continuous gas leak. Such leak can result in a fire.

What we will do

TMC has contacted your selling dealer and has instructed them on how to contact Dometic directly to repair the defect. The Dometic Authorized Service Center will install the remedy for you. This repair will take approximately one (1) hour. This repair will be done at no cost to you.

What we need you to do

Please see the included Dometic Owner Notification for more information. 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)

