



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 16, 2021

Ms. Hanah Klodzinski
Recall Compliance Coordinator
Thor Motor Coach
PO Box 1486
Elkhart , IN 46515

NEF-107KL
21V-522

Subject: Window Adhesive Failure

Dear Ms. Klodzinski:

This letter serves to acknowledge Thor Motor Coach's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

THOR MOTOR COACH/ARIA/2019-2021
THOR MOTOR COACH/CHALLENGER/2019-2021
THOR MOTOR COACH/MIRAMAR/2019-2021
THOR MOTOR COACH/OUTLAW/2019-2021
THOR MOTOR COACH/PALAZZO/2019-2021
THOR MOTOR COACH/TUSCANY/2019-2021
THOR MOTOR COACH/VENETIAN/2019-2021

Mfr's Report Date: July 8, 2021

NHTSA Campaign Number: 21V-522

Components:

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER
STRUCTURE

Potential Number of Units Affected: 0

Problem Description:

Thor Motor Coach (TMC) is recalling certain 2019-2021 Aria, Challenger, Miramar, Outlaw, Palazzo, Tuscany, and Venetian recreational vehicles equipped with Hehr 6400 series windows. The adhesive that bonds the vented portion of the window may fail.

Consequence:

Adhesive failure may cause the vent portion of the window to detach, increasing the risk of a crash or injury.

Remedy:

Dealers will inspect the windows, and replace the vent if necessary, free of charge. Owner notification letters are expected to be mailed September 8, 2021. Owners may contact TMC customer service at 1-877-855-2867. TMC's number for this recall is RC000232.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

The total number of products potentially containing the defect or noncompliance (49 CFR 573.6 (c)(3)).

AMENDED 573 REQUIRED.

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Thor Motor Coach's contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement