



IMPORTANT SAFETY RECALL

Re: VIN

«Name»
«Address»

Dear Dealer:

This **Safety Recall Notice** is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act and is important for your safety. Thor Motor Coach (TMC) decided that a defect which relates to motor vehicle safety exists in certain model year: **2019** Challenger, Palazzo, and Tuscany; **2019-2020** Miramar; & **2019-2021** Aria, Outlaw, and Venetian motorhomes.

Lippert has conducted a thorough investigation and determined an issue which relates to motor vehicle safety may exist in certain vehicles equipped with a 6400 Series window vent produced by their Michigan facility which was formerly Hehr International. There is the possibility of the vent portion of the involved windows built between 10/01/2018 and 08/13/2020 experiencing an issue with the window adhesive bonding. There is the Possibility of the window adhesive failing, which could allow the vent to detach and cause a crash.

Lippert will supply a gauge to all retail customers to be used while conducting inspections of the vent portion of the 6400 series windows. **If any vent(s) is found to have an adhesive bond issue, orders for replacement vent(s) can be placed thru TMC. Retail Owners have been instructed to contact you, their dealer, directly to assist in these repairs and orders. If you are in need of an inspection gauge, please contact us at Recalls@TMCRV.com so can ensure you receive one.**

The parts for the remedy are currently available. The service required should take at least ½ hour to perform and will vary based on number of vent replacements.

Dealers that have stock units impacted by this recall can access the full list of affected VINs sold to their dealership by accessing the “Service Campaign” portion of the TMC Advantage Web Portal. If any unit on this list has been retail sold you are asked to notify the retail owner as soon as possible of this recall because their vehicle was not registered at the time the retail notice was mailed. Please immediately register any retail sold units on this list. **As a reminder, you are required by law to complete this recall on any stock units in inventory prior to retail sale. Any vehicle lessor receiving this notice must forward a copy to the lessee within 10 days.**

If you have questions concerning this recall, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, by phone at 877-500-1020, or by email at Recalls@TMCRV.com.

We apologize for this inconvenience; however, we have taken this action in the interest of customer safety and continued satisfaction with our products.

Sincerely,

Thor Motor Coach

Re: NHTSA Recall No. 21V-522
TC Recall No. 2021-499