



## 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** Challenger, Palazzo, and Tuscany; **2019-2020** Miramar; & **2019-2021** Aria, Outlaw, and Venetian 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*

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.

### *What we will do*

Lippert will supply a gauge to be used while conducting inspections of the vent portion of the 6400 series windows (**which you will receive in the mail a few days after this letter**). **If after the inspection it is determined that the windows are not experiencing an adhesive failure, please be sure to contact Thor Motor Coach at [Recalls@TMCRV.com](mailto:Recalls@TMCRV.com) to ensure we update your records.**

If the original vent(s) is found to have an adhesive bond issue, TMC will assist in providing a replacement vent(s) to your dealer and instructions on how to properly replace. 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. This will be done at no cost to you, the owner.

### *What we need you to do*

To locate the nearest authorized TMC service center if replacement is needed, 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](mailto: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

cc: National Highway Traffic Safety Administration (NHTSA)

### RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: 21V-522  
Safety Advisory: RC000232  
September 2021

