

Part 573 Safety Recall Report

23V-068

Manufacturer Name : Thor Motor Coach

Submission Date : MAR 21, 2023

NHTSA Recall No. : 23V-068

Manufacturer Recall No. : RC000289



Manufacturer Information :

Manufacturer Name : Thor Motor Coach

Address : PO Box 1486

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

Population :

Number of potentially involved : 1,557

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2023 Thor Motor Coach Rize

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : The basis for determining the recall population is based on recalling all Carefree product that was used in the plant.

Production Dates : FEB 15, 2021 - FEB 20, 2023

VIN Range 1 : Begin : 3C6TRVBGXLE137363 End : 3C6LRVBG1NE140574 ☒ Not sequential

Vehicle 2 : 2021-2023 Thor Motor Coach Scope

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : The basis for determining the recall population is based on recalling all Carefree product that was used in the plant.

Production Dates : OCT 26, 2020 - FEB 21, 2023

VIN Range 1 : Begin : 3C6TRVBG7KE545494 End : 3C6LRVBG0NE140534 ☒ Not sequential

Description of Defect :

Description of the Defect : Retractable awning is partially extending while the motorhome is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An awning that extends unintentionally while the motorhome is in motion could be a distraction and/or present a road hazard to the vehicle driver or other traffic which can increase the risk of a crash, injury, and/or death.

Description of the Cause : An additional ignition cutoff located on the BT12 module was not wired in and would allow the awning to drift.

Identification of Any Warning that can Occur : An awning that extends unintended, can happen without warning.

Involved Components :

Component Name 1 : Awning

Component Description : AWNING, PATIO, POWER, 120", FREEDOM RM, RIGHT ANGLE, BLACK, LED LIGHTS AT RAIL

Component Part Number : 0481304

Supplier Identification :

Component Manufacturer

Name : Carefree of Colorado

Address : 2145 W. 6th Ave.
Broomfield Colorado 80020

Country : United States

Chronology :

- 1/20/2023 – A VOQ was provided to TMC regarding an awning extending while driving.
- 1/25/2023 – A VOQ was provided to TMC regarding another unit's awning extending while driving.
- 1/25/2023 – Customer service rep had a customer report the same issue on their Scope 18M.
- 2/1/2023 – A FRC analysis was performed for all units with the affected component installed. Two additional claims were found containing similar complaints.
- 2/8/2023 - TMC safety committee met and discussed this issue and voted to issue a recall.
- 2/14/2023 – TMC met with CareFree to further discuss the issue causing the awnings to drift and determine a possible solution.
- 3/3/2023 – TMC met with Carefree to go over the recall remedy that will be used in repairing the units.
- 3/10/2023 – TMC received serial number data from awnings to help determine the scope of units involved.
- 3/13/2023 – The repair for the awning has been created and the part is being made for the remedy.
- 3/20/2023 – A final scope list has been completed and an amendment will be filed.

Description of Remedy :

Description of Remedy Program : TMC will coordinate the remedy of the units identified in this recall by working with our dealer base. TMC will provide reimbursement based on general reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : A additional ignition cutoff wire harness is being installed at the BT12 module to prevent the awning from drifting.

Identify How/When Recall Condition was Corrected in Production : All awnings with the BT12 that were installed have been recalled and TMC no longer uses these awnings.

Recall Schedule :

Description of Recall Schedule : TMC has the utmost urgency in notifying owners about a recall that affects their vehicle. Letters will be sent out once all pertinent information has been gathered. TMC has the utmost urgency in notifying owners about a recall that affects their vehicle.

Planned Dealer Notification Date : APR 07, 2023 - APR 07, 2023

Planned Owner Notification Date : APR 07, 2023 - APR 07, 2023

* NR - Not Reported