



IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: 23v-113

Safety Advisory: RC000291

March 2023

«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 2015 - 2023 Palazzo 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 on certain model year 2015 - 2023 Palazzo's the front lower cap brackets may become loose and have the potential to fall off the motorhome and become a road hazard. This may result in a crash, or injury.

What we will do

TMC has contacted your selling dealer and has instructed them on how to repair/replace your lower front cap brackets. This will all be completed free of charge (parts and labor) to you the owner. This remedy should take approximately 20 minutes to perform.

What we need you to do

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 no longer own the vehicle, or 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

cc: National Highway Traffic Safety Administration (NHTSA)

