



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 23v-121  
Safety Advisory: RC000290  
February 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 2018 - 2021 Hurricane & Windsport 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 2018-2021 Hurricane and Windsport motorhomes, the overhead cabinets located above the driver and front passenger seats may have been improperly installed during production. If the cabinet comes detached while the vehicle is in motion, the cabinet may impact the vehicle operator causing a loss of vehicle control which can result in a crash. A crash can result in personal injury or death.

### ***What we will do***

TMC has contacted your selling dealer and has instructed them on how to verify the overhead cabinets were installed properly. If the cabinets are found to be loose, the cabinets will be properly secured per dealer instructions. This will all be completed free of charge (parts and labor) to you the owner. This remedy should take approximately 15 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](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)

