

# Part 573 Safety Recall Report

# 23V-759

**Manufacturer Name :** Thor Motor Coach**Submission Date :** NOV 10, 2023**NHTSA Recall No. :** 23V-759**Manufacturer Recall No. :** RC000298**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 : 2,295

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2024 Thor Motor Coach Rize

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

**Descriptive Information :** The entire population of Rize vehicles produced with this solar panel are included in the recall. No other models uses this solar panel in the same manner, none of the other models have had a failure. There are 1135 vehicles affected.

Production Dates : NOV 04, 2020 - NOV 07, 2023

VIN Range 1 : Begin : 3C6TRVBG6LE137358 End : 3C6LRVBGXPE510522  Not sequential

Vehicle 2 : 2021-2024 Thor Motor Coach Scope

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

**Descriptive Information :** The entire population of Scope vehicles produced with this solar panel are included in the recall. No other models uses this solar panel in the same manner, none of the other models have had a failure. There are 1160 vehicles affected.

Production Dates : OCT 26, 2020 - NOV 08, 2023

VIN Range 1 : Begin : 3C6TRVBG7KE545494 End : 3C6LRVBG9PE510480  Not sequential**Description of Defect :**

Description of the Defect : The solar panel frame can fracture around the mounting bolts.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The solar panel can become detached from the vehicle which may become a

Description of the Safety Risk : road hazard which can lead to an increased risk of accidents, property damage, and injury.

Description of the Cause : The original mounting bracket permitted more vibration to impact the solar panel's frame. This increased vibration resulted in fatigue failures of the solar panels metal frame.

Identification of Any Warning that can Occur : Fractures to the solar panel mounts may be visible.

## Involved Components :

Component Name 1 : Valterra Power US, LLC Solar Panel

Component Description : Solar panel

Component Part Number : GP-PV-200M

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

"3/31/2023 - NHTSA inquires about solar panels detaching after 3 VOQs have been filed.

10/1/2023 - TMC runs report for solar panels detaching.

11/3/2023 - Safety committee meets to discuss and votes to issue a recall."

## Description of Remedy :

Description of Remedy Program : Repair is unknown at the moment. The repair will be done at no cost to the owner. Reimbursement will follow the general reimbursement policy on file with NHTSA.

How Remedy Component Differs from Recalled Component :

The repair remedy is unknown at the time of filing.

Identify How/When Recall Condition was Corrected in Production :

11/8/2023 - Production moved a roof vent to the sidewall that originally needed a higher solar panel bracket. A lower, more sturdy bracket replaced the higher one in this change. We have used the lower bracket in other products without incident. This change was originated by engineering because of the roof vent, not an issue with the solar panel, but subsequently is the proper fix for the solar panels.

### Recall Schedule :

Description of Recall Schedule :

Thor Motor Coach 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.

Planned Dealer Notification Date : JAN 09, 2024 - JAN 09, 2024

Planned Owner Notification Date : JAN 09, 2024 - JAN 09, 2024

\* NR - Not Reported