

Part 573 Safety Recall Report

18V-812

Manufacturer Name : Thor Motor Coach**Submission Date :** NOV 16, 2018**NHTSA Recall No. :** 18V-812**Manufacturer Recall No. :** RC000165**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 1,485

Address : PO Box 1486

Estimated percentage with defect : 100 %

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

Vehicle Information :

Vehicle 1 : 2017-2019 Challenger 35MQ, 36TL, 37FH, 37KT, 37LX, 37TB, 37YT

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain MY 2017-2019 Challenger, Miramar, and Outlaw Motorhomes, the Irvine Windshield Motor Shade can have a sudden and unexpected lowering, which can block the vision of the motorhome driver.

-The recalled products use an old roller tube, which has been identified as having a slipping of the motor head inside the motor tube.

- There are 488 Challenger units affected by the recall.

Production Dates : SEP 20, 2016 - AUG 17, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2019 Miramar 32.2, 34.1, 34.2, 34.4, 35.2, 35.3, 37.1

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain MY 2017-2019 Challenger, Miramar, and Outlaw Motorhomes, the Irvine Windshield Motor Shade can have a sudden and unexpected lowering, which can block the vision of the motorhome driver.

-The recalled products use an old roller tube, which has been identified as having a slipping of the motor head inside the motor tube.

- There are 670 Miramar units affected by the recall.

Production Dates : SEP 20, 2016 - AUG 17, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2017-2019 Outlaw 37BG, 37GP, 37RB, 38MB, 38RE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : -It has been discovered that on certain MY 2017-2019 Challenger, Miramar, and Outlaw Motorhomes, the Irvine Windshield Motor Shade can have a sudden and unexpected lowering, which can block the vision of the motorhome driver.
-The recalled products use an old roller tube, which has been identified as having a slipping of the motor head inside the motor tube.
- There are 327 Outlaw units affected by the recall.

Production Dates : SEP 20, 2016 - AUG 17, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : It has been discovered that on certain MY 2017-2019 Challenger, Miramar, and Outlaw Motorhomes, the Irvine Windshield Motor Shade can have a sudden and unexpected lowering, which can block the vision of the motorhome driver.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the Windshield Motor Shade were to lower during travel, this could block the vision of the motorhome driver. This could lead to a crash, which could result in property damage and/or serious injury or death.

Description of the Cause : The cause has been identified as a slipping of the motor head inside the motor tube.

Identification of Any Warning that can Occur : NA

Supplier Identification :

Component Manufacturer

Name : Irvine Shade & Door, Inc.

Address : 1000 Verdant Dr.

Elkhart INDIANA 46516

Country : United States

Chronology :

During early 2018, Irvine Shade & Door, Inc. complaints of springs from the motorized roller shades slipping in the field, resulting in the loss of tension. They determined that when the roller tube ran on the large end of the tolerance spectrum, a failure was possible. For that reason, they improved the tube design to strengthen the bond between the tension gear and the tube nubs. By improving the tube design for the motorized roller shade application, they also improved the bond of the motor head to the roller tube. At that time, they had not experienced any issues with the motor shades. The die change which occurred on 3/23/2018 effectively solved

the problem of slippage for motor shades manufactured after 4/15/2018. The date range for use of the old roller tube is 9/20/2016 through 4/15/2018.

11/7/2018- TMC met with ISD to determine the next steps and create a final scope.

11/14/2018- TMC's Safety Committee determined the need to file a 573.

Description of Remedy :

Description of Remedy Program : TMC, with ISD's cooperation, will provide the dealer's with the recall repair instructions. Reimbursement will be provided through the normal warranty claim process.

How Remedy Component Differs from Recalled Component : The remedy component has an improved tube design to strengthen the bond between the tension gear and the tube nubs.

Identify How/When Recall Condition was Corrected in Production : The die change which occurred on 3/23/2018 effectively solved the problem of slippage for motor shades manufactured after 4/15/2018.

Recall Schedule :

Description of Recall Schedule : TMC will notify the dealers and owners of the recreational vehicles by letter. A final copy of the owner letter will be provided to NHTSA, along with the dealer repair procedures.

Planned Dealer Notification Date : JAN 15, 2019 - JAN 15, 2019

Planned Owner Notification Date : JAN 15, 2019 - JAN 15, 2019

* NR - Not Reported