



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 14V-385
Safety Advisory: RC000090
August 6, 2014

IMPORTANT SAFETY RECALL

«Owner_name»

«Street»

«City», «State» «Zip»

This notice applies to your vehicle: «VIN»

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 2014 and 2015 Axis and Vegas 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 decided that certain Axis and Vegas Class A motorhomes were built with the incorrect adhesive securing the treads on the entry stairs into the vehicle. The stair treads can come loose and result in a slip or fall as a result. A fall can result in personal injury.

***What we
will do***

TMC has contacted your selling dealer and they are prepared to fix your motorhome. The remedy will be to remove the stair treads and reinstall them with the correct adhesive and additional screws to secure them. This defect will be corrected at no expense to you, the owner. The repair should take approximately 30 minutes to complete.

***What we need
you to do***

You should contact your selling dealer immediately to schedule a service appointment to have the defect repaired in your motorhome. 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, **or** by phone at 877-855-2867.

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

Andrew Van Shoick
Director of Customer Service
cc: National Highway Traffic Safety Administration (NHTSA)

