



Safety Recall Notice – 13V-265

Dear Customer:

This **Safety Recall Notice** is sent to you in accordance with the requirements of National Traffic and Motor Vehicle Safety Act.

Reason for This Recall

Thor Motor Coach (TMC) decided that a defect which relates to motor vehicle safety exists in several Thor Motor Coach Brand motorhomes. The models affected are:

<u>Product Brand</u>	<u>Model Years</u>
A.C.E.	2011-2013
Hurricane	2007-2013
Magellan	2006-2010
Serrano	2009-2013
Windsport	2006-2013

All of the motorhomes subject to this recall campaign are equipped with an RV Custom Products Battery Control Center (BCC) which may experience a failure while the vehicle is in operation. This would cause the engine to stall and all electrical components to become inoperative. Engine stalling would result in a loss of vehicle propulsion. Failure of the lighting system may result in the following road users being unaware of the driver intentions. It could also compromise the driver's ability to see the road and its users, as well as reducing vehicle conspicuity during hours of darkness. In conjunction with traffic and road conditions, and the driver's reactions, these issues could increase the risk of a crash causing property damage and/or personal injury.

What We Will Do

TMC will correct the BCC electrical connection to the chassis and eliminate the potential of loss of chassis power. This defect will be corrected by TMC at no expense to you, the owner. The repair should take approximate 30 minutes to complete.

What You Should Do

You are to contact the nearest TMC dealer or repair facility to schedule an immediate repair of your motorhome. If you have questions concerning this recall or if you need any assistance such as locating a TMC authorized dealer or repair facility, 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**.

Notifications

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should TMC fail or be unable to correct the defect without charge, you may write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or 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 lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our motorhomes.

Sincerely,

Nicole Short
Director of Customer Service

Re: NHTSA Recall No. 13V-265
Transport Canada Recall No. 2013-217