

# Part 573 Safety Recall Report

# 19V-714

**Manufacturer Name :** Thor Motor Coach**Submission Date :** OCT 08, 2019**NHTSA Recall No. :** 19V-714**Manufacturer Recall No. :** RC000176**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 : 99

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2014-2014 Tuscany 36M &amp; 40E

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on two (2) 2014 Tuscany motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -2 Tuscany motorhomes are a part of the recall population.

Production Dates : APR 18, 2013 - APR 18, 2013

VIN Range 1 : Begin : 4UZAB2DT3ECFN1607 End : 4UZAB2DT7ECFN1609  Not sequential

Vehicle 2 : 2015-2015 Citation 24SL

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on one (1) Citation motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Citation motorhome is a part of the recall population.

Production Dates : JAN 08, 2015 - JAN 08, 2015

VIN Range 1 : Begin : WDAPF4CCXF9606066 End : WDAPF4CCXF9606066  Not sequential

Vehicle 3 : 2015-2015 Siesta 24SL

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on one (1) Siesta motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Siesta motorhome is a part of the recall population.

**Production Dates :** AUG 14, 2014 - AUG 14, 2014

**VIN Range 1 : Begin :** wdapf4cc4e9572785 **End :** wdapf4cc4e9572785  Not sequential

Vehicle 4 : 2015-2015 Axis 25.1

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** It has been discovered that on (1) 2015 Axis motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Axis motorhomes are a part of the recall population.

**Production Dates :** APR 23, 2014 - JUN 23, 2014

**VIN Range 1 : Begin :** 1FC3E3KS4EDA75699 **End :** 1FC3E3KS0EDB09217  Not sequential

Vehicle 5 : 2015-2015 Vegas 25.1

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** It has been discovered that on one (1) Vegas motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Vegas motorhome is a part of the recall population.

**Production Dates :** MAR 06, 2014 - MAR 06, 2014

**VIN Range 1 : Begin :** 1FC3E3KS3EDA40930 **End :** 1FC3E3KS3EDA40930  Not sequential

Vehicle 6 : 2016-2016 Four Winds 31E, 31W

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** It has been discovered that on 2016 Four Winds motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -25 Four Winds motorhomes are a part of the recall population.

**Production Dates :** APR 20, 2015 - NOV 03, 2015

**VIN Range 1 : Begin :** 1FDXE4FS8FDA34135 **End :** 1FDXE4FS8GDC20842  Not sequential

Vehicle 7 : 2016-2016 Four Winds 35SF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on one (1) Four Winds motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Four Winds motorhome is a part of the recall population.

Production Dates : NOV 09, 2015 - NOV 09, 2015

VIN Range 1 : Begin : 1FDUF5GT5GEA75704 End : 1FDUF5GT5GEA75704  Not sequential

Vehicle 8 : 2016-2016 Chateau 31E, 31W

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on Chateau motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. - Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -17 Chateau motorhomes are a part of the recall population.

Production Dates : APR 20, 2015 - NOV 03, 2015

VIN Range 1 : Begin : 1FDXE4FS8FDA34135 End : 1FDXE4FS8GDC20842  Not sequential

Vehicle 9 : 2016-2016 Synergy SD24

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2016 Synergy motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -5 Synergy motorhomes are a part of the recall population.

Production Dates : OCT 29, 2015 - MAR 07, 2016

VIN Range 1 : Begin : WDAPF4CC3F9631613 End : WDAPF4CC3G9642585  Not sequential

Vehicle 10 : 2016-2016 Citation 24SL, 24SS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2016 Citation motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the

proper carrying capacity listed on the label. -11 Citation motorhomes are a part of the recall population.

Production Dates : JUN 03, 2015 - MAR 02, 2016

VIN Range 1 : Begin : WDAPF4CC7F9620524 End : WDAPF4CC1G9641662  Not sequential

Vehicle 11 : 2016-2016 Siesta 24SL, 24SS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2016 Siesta motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -4 Siesta motorhomes are a part of the recall population.

Production Dates : FEB 03, 2015 - MAR 07, 2016

VIN Range 1 : Begin : WDAPF4CC2F9610211 End : WDAPF4CC5G9641003  Not sequential

Vehicle 12 : 2017-2017 Four Winds 31E, 31W

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on 2017 Four Winds motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -3 Four Winds motorhomes are a part of the recall population.

Production Dates : MAR 10, 2016 - JUL 18, 2016

VIN Range 1 : Begin : 1FDXE4S2GDC40231 End : 1FDXE4FS8HDC03301  Not sequential

Vehicle 13 : 2017-2017 Chateau 31E

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : It has been discovered that on 2017 Chateau motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -2 Chateau motorhomes are a part of the recall population.

Production Dates : MAR 24, 2016 - APR 08, 2016

VIN Range 1 : Begin : 1FDXE4FS3GDC40366 End : 1FDXE4FS1GDC43105  Not sequential

Vehicle 14 : 2017-2017 Chateau 35SD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on 2017 Chateau motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -2 Chateau motorhomes are a part of the recall population.

**Production Dates :** JUN 08, 2016 - DEC 12, 2016

**VIN Range 1 : Begin :** 1FDUF5GT3GEC34493 **End :** 1FDUF5GTXGEC91421  Not sequential

Vehicle 15 : 2017-2017 Citation 24SS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on 2017 Citation motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Citation motorhome is a part of the recall population.

**Production Dates :** DEC 09, 2016 - DEC 09, 2016

**VIN Range 1 : Begin :** WDAPF4CCXG9694375 **End :** WDAPF4CCXG9694375  Not sequential

Vehicle 16 : 2017-2017 Siesta 24SS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on 2017 Siesta motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. - Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Siesta motorhome is a part of the recall population.

**Production Dates :** MAR 07, 2017 - MAR 07, 2017

**VIN Range 1 : Begin :** wdapf4cc0g9700927 **End :** wdapf4cc0g9700927  Not sequential

Vehicle 17 : 2018-2018 Citation 24SS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on 2018 Citation motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Citation motorhome is a part of the recall population.

**Production Dates :** JUN 08, 2017 - JUN 08, 2017

**VIN Range 1 : Begin :** WDAPF4CC5H9709446 **End :** WDAPF4CC5H9709446  Not sequential

Vehicle 18 : 2018-2018 Siesta 24SS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2018 Siesta motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. - Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Siesta motorhome is a part of the recall population.

Production Dates : JUN 07, 2017 - JUN 07, 2017

VIN Range 1 : Begin : WDAPF4CCXH9714075 End : WDAPF4CCXH9714075  Not sequential

Vehicle 19 : 2019-2019 Quantum CR24

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2019 Quantum motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -2 Quantum motorhomes are a part of the recall population.

Production Dates : MAY 02, 2018 - JUL 12, 2018

VIN Range 1 : Begin : WDAPF4CCXH9744628 End : WDAPF4CC3H9749976  Not sequential

Vehicle 20 : 2019-2019 Four Winds 24BL

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2019 Four Winds motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Four Winds motorhome is a part of the recall population.

Production Dates : AUG 01, 2018 - AUG 01, 2018

VIN Range 1 : Begin : WDAPF4CC1H9746171 End : WDAPF4CC1H9746171  Not sequential

Vehicle 21 : 2019-2019 Citation 24MB

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2019 Citation motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the

proper carrying capacity listed on the label. -1 Citation motorhome is a part of the recall population.

Production Dates : DEC 20, 2018 - DEC 20, 2018

VIN Range 1 : Begin : WDAPF4CC6J9759858 End : WDAPF4CC6J9759858  Not sequential

Vehicle 22 : 2019-2019 Siesta 24MB

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2019 Siesta motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -4 Siesta motorhomes are a part of the recall population.

Production Dates : AUG 13, 2018 - JAN 21, 2019

VIN Range 1 : Begin : 8BNPF4CC1HE144858 End : WDAPF4CC7J9758265  Not sequential

Vehicle 23 : 2020-2020 Quantum CR24

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2020 Quantum motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -3 Quantum motorhomes are a part of the recall population.

Production Dates : APR 16, 2019 - APR 29, 2019

VIN Range 1 : Begin : wdapf4cc7j9754295 End : 8bnpf4cc7je152887  Not sequential

Vehicle 24 : 2020-2020 Citation 24MB

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : It has been discovered that on 2020 Citation motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -2 Citation motorhomes are a part of the recall population.

Production Dates : JUN 04, 2019 - JUN 05, 2019

VIN Range 1 : Begin : WDAPF4CD6KN037825 End : WDAPF4CD7KN037557  Not sequential

Vehicle 25 : 2020-2020 Siesta 24MB

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on 2020 Siesta motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -3 Siesta motorhomes are a part of the recall population.

Production Dates : MAY 02, 2019 - JUN 05, 2019

VIN Range 1 : Begin : 8bnpf4cc4je152037 End : wdapf4cd8kn037552  Not sequential

Vehicle 26 : 2020-2020 Chateau 24BL

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on 2020 Chateau motorhome, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -1 Chateau motorhome is a part of the recall population.

Production Dates : MAY 24, 2019 - MAY 24, 2019

VIN Range 1 : Begin : 8BNPF4CC9JE151529 End : 8BNPF4CC9JE151529  Not sequential

Vehicle 27 : 2020-2020 Synergy 24MB

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** It has been discovered that on 2020 Synergy motorhomes, an error was made in entering the proper number of seating positions which in turn affected the carrying capacity. -Recalled motorhomes have the potential of being overloaded without the proper carrying capacity listed on the label. -2 Synergy motorhomes are a part of the recall population.

Production Dates : MAY 14, 2019 - MAY 28, 2019

VIN Range 1 : Begin : 8BNPF4CC3JE152417 End : WDAPF4CD9KN037270  Not sequential

## Description of Noncompliance :

Description of the Noncompliance : The OCCC label has the incorrect carrying capacity listed

FMVSS 1 : 120 - Wheels and rims- other than passenger cars

FMVSS 2 : NR

Description of the Safety Risk : The owner may inadvertently overload the motorhome without the proper carrying capacity listed on the label

Description of the Cause : Error manually inputting the number of allotted seat belt positions as well as some weights.

Identification of Any Warning N/A  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

7/8/19 Customer filed a complaint with TMC that the OCCC label had the wrong weight for the number of seating positions.  
7/8/19 Sent complaint to Engineering for their review and investigation.  
7/16/19 Safety Committee Team met and determined additional investigation and analysis was needed.  
8/9/19 TMC sent an email to NHTSA regarding our concern with the complaint filed by customer  
8/12/19 Further communication with NHTSA  
9/18/19 Further follow-up with NHTSA regarding the OCCC label  
9/30/19 Safety Committee Team met and determined that they would issue new OCCC labels with an explanation and instructions.  
10/3/19 Finalized scope of units involved.

## Description of Remedy :

Description of Remedy Program : TMC will issue new OCCC labels with correct seating positions and weight calculations. Reimbursement will be provided through the normal warranty claim process

How Remedy Component Differs from Recalled Component : Remedied component has the correct seating positions and weights.

Identify How/When Recall Condition was Corrected in Production : The OCCC label for current production has the correct seating positions and weights.

## 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 : DEC 02, 2019 - DEC 02, 2019

Planned Owner Notification Date : DEC 02, 2019 - DEC 02, 2019

\* NR - Not Reported