

SEP 10 2013

NVS-200

CL-10543706-3042

[REDACTED]

EXECUTIVE SECRETARIAT

BEAVERTON, OR [REDACTED]

HOME: [REDACTED] CELL: [REDACTED] 9 P 4: 55

EMAIL: [REDACTED] RECEIVED - NHTSA

August 28, 2013

Thor Motor Coach
TMC Warranty/Service Department
PO Box 1486
Elkhart, IN 46515-1486

RE: Request for Reimbursement: 1) Safety Recall Notice - 13V-265 and 2) Replacement of Leaking Black Water Tank

REQUEST #1:

A couple of weeks ago, I wrote to you requesting reimbursement of my expenses for replacing the Battery Control Center in my Hurricane 34B coach (vin #1F6NF53YX90 [REDACTED]) which I contend is related to the Safety Recall Notice - 13V-265.

According to your recall letter which arrived in the middle of August, the recall covers, "All of the motorhomes ...equipped with an RV Custom Products Battery Control Center (BCC) which may experience a failure while the vehicle is in operation. If the BCC fails while the vehicle is in motion, all power to the chassis portion of the motorhome is lost, including all lighting." My Hurricane motorhome is equipped with an RV Custom Products Battery Control Center (BCC), and on June 13, 2013, that BCC failed while it was in operation, resulting in all power to the chassis portion of the motorhome being lost, including all lighting.

On August 27, 2013, I received a phone call from your representative stating that my claim was being denied because the incident was not related to the recall. His reason for denying the claim was that I had indicated that power to the starter was lost because of the BCC failure and since the starter power does not go through the BCC, the incident could not be related.

I have discussed this with the electrical engineer who replaced the BCC for me when it failed. He states that your representative is correct, the starter power supply is not routed through the BCC; however, the power to the ignition switch is. Therefore, when the BCC failed, even though there was power to the starter, the starter could not be engaged because the ignition switch was inoperative. In his opinion, the failure of the BCC was directly related to the recall issue and would not have occurred had it not been for the necessity of the recall.

I once again request reimbursement in the amount of \$828.38 for the replacement of the BCC.

REQUEST #2:

On August 19, 2013, I took this same motorhome to the dealership to check out a leak in the black water tank. After examining the tank the technician informed me that the tank had been previously damaged

and repaired. He stated that a hole in this type of tank cannot be permanently repaired because the repair will begin to leak within a few months or years. I bought the motorhome brand new from Camping World in Hillsboro, Oregon, in June, 2010, and I have never had the tank repaired since I have owned it. Therefore, the only possible explanation is that the hole was in the tank when it was sold as a new coach and it had been patched knowing that the buyer would experience a leaking black water tank at some future time.

The dealer has estimated \$2,000 for the repair and has already written to you requesting that you cover it under warranty which you have declined because the warranty had expired nine week prior.

CONCLUSION:

Please send me a check for \$828.38 and arrange with Camping World in Hillsboro, Oregon, to cover the entire cost of replacing the black water tank.

Please respond in writing.

Thank you,


cc: National Highway Traffic Safety Administration
Good Sam Club Action Line



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. If the BCC fails while the vehicle is in motion, all power to the chassis portion of the motorhome is lost, including all lighting. If the power is lost to the motorhome chassis, the vehicle can become very difficult to operate, which may result in loss of vehicle control and increase the risk of a crash. In addition all vehicle lighting would be lost making the vehicle more difficult to identify for other motor vehicles.

What We Will Do

TMC will rewire the BCC 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 approximately 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

CAMPING WORLD RV SALES-HILLSBORO
 6503 SE ALEXANDER ST
 HILLSBORO, OR
 US
 97123
 503-649-2141

Work Order : 16720 Customer : 1316484 - XXXXXXXXXX
 Stock No : 815904 Description : 2010 A FOUR WINDS HURRICANE 34B
 License : HC44874 Date In : 18 JUN 2013 Mileage : 6719
 Author : EASTLEFORD Date Out : 10 JUL 2013

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*****
Job#      Description                                                    Type
*****
1         BATTERY DISCONNECT SWITCH NOT WORKING ; FOR COACH. CUS   E
          CUSTOMER CAN NOT START COACH ; OR GET POWER TO CHASSIS
          SIDE OF THE ; COACH. ; 1.0 HRS; INSTALLED NEW SWITCH
          ASSEMBLY
2         INSPECT TOW BAR ( IN STORAGE BOX ) ; BACK D/S KEYS HANG   E
          HANGING OVER THE DOOR. ; .5 HRS; CHECKED TOW BAR ALL
          FUNCTIONS NORMAL NO ; REPAIR REQUIRED
*****
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*****
Part No   Description                PARTS      Qty      Price      Extn
*****
0122779   WIRE HARNESS, CUSTOM ELECTRICAL  1.00      431.39    431.39

                                           Parts Total :      431.39
*****
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*****
Code      Description                LABOUR      Hrs      Rate      Extn
*****
999       DIAG SWITCH FOR PART REPLACEMENT  0.80      124.00    99.20
999       INSPECT TOW BAR                 0.50      124.00    62.00
999-99    INSTALL SWITCH ASSEMBLY         2.20      124.00    272.80

                                           Labour Total :      434.00
*****
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*****
Code      Description                EXTRAS      Qty      Price      Extn
*****
SS2       SHOP SUPPLIES                 1.00      24.99     24.99
SS2       SHOP SUPPLIES                 1.00      2.17      2.17

                                           Extras Total :      27.16
*****
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CONTINUED

CAMPING WORLD RV SALES-HILLSBORO
 6503 SE ALEXANDER ST
 HILLSBORO OR
 US
 97123
 503-649-2141

JOB WORK ORDER # 16720

WO Date: 18 JUN 13	First Name: [REDACTED]
Tag#: 609	Customer Name: 1316484 - [REDACTED]
Author: EASTLEFORD	Address: [REDACTED]
Stock No: 815904	: BEAVERTON, OR
Year: 2010	Postal/Zip: [REDACTED]
Manufacturer: FOUR WINDS	Phone#(res): [REDACTED]
Brand: HURRICANE	Phone#(bus): [REDACTED]
Model: 34B	Cell Phone: [REDACTED]
Length: 36'0"	ExtW Co:
Serial#: [REDACTED]	ExtW No:
Chassis#: 1F6NF53YX90 [REDACTED]	Email:
Miles/Hrs: 6719	NextAction Date: 10 JUL 13
Purchased Date: 11 JUN 10	Completed Date: 10 JUL 13
Warranty Date: 11 JUN 10	Invoice#: 630349
Date In: 18 JUN 13	:

JOB 1 Customer Pays

JOB DESC

BATTERY DISCONNECT SWITCH NOT WORKING
 FOR COACH. CUSTOMER CAN NOT START COACH
 OR GET POWER TO CHASSIS SIDE OF THE
 COACH.

1.0 HRS

INSTALLED NEW SWITCH ASSEMBLY

LABOR

999	DIAG SWITCH FOR PART REPLACEME	881	\$99.20
999-99	INSTALL SWITCH ASSEMBLY	881	\$272.80

Subtotal Labor \$372.00

PARTS

1	ea WIRE HARNESS, CUSTOM ELEC	\$431.39	\$431.39
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Subtotal Parts \$431.39

EXTRAS

SHOP SUPPLIES	\$24.99
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Subtotal Extras \$24.99

Job 1 Subtotal \$828.38

JOB 2 Customer Pays

JOB DESC

INSPECT TOW BAR (IN STORAGE BOX)
 BACK D/S KEYS HANGING OVER THE DOOR.
 .5 HRS
 CHECKED TOW BAR ALL FUNCTIONS NORMAL NO

Continued on Page 2

WORK ORDER #16720
JOB: 2

REPAIR REQUIRED

LABOR

999 INSPECT TOW BAR 881 \$62.00

Subtotal Labor \$62.00

EXTRAS

SHOP SUPPLIES \$2.17

Subtotal Extras \$2.17

Job 2 Subtotal \$64.17

JOB TOTALS

COMMENTS:

6/19 CC APPROVED 431.39 FOR CONTROL
CENTER POO ETA 7 TO 10 DAYS 7/01 CC
ADVISED PART ETA 7/04 SO PROB 7/05 HAS
TRIP NEXT WEEK

Labor \$434.00
Sublet Repairs \$0.00
Parts \$431.39
Extras \$27.16

SUBTOTAL \$892.55

Sales Tax \$0.00
Payments \$0.00

TOTAL DUE \$892.55

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

DATE OF COMPLETION _____

OWNER NOTIFIED OF COMPLETION @ TIME _____ DATE _____

DATE RELEASED/COLLECTED _____

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE
HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE
INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM
THAT THE WORK HAS BEEN COMPLETED TO MY/OUR SATISFACTION.

SIGNATURE OF OWNER _____

Camping World RV Sales
6503 SE Alexander St
Hillsboro OR 97123
503-649-2141

Merchant ID: 5579296

Term ID: 100

Sale - Approved

Date: 07/10/13

Time: 16:58:29

Card Type: [REDACTED]

Entry Method: Swiped

Card #: XXXXXXXXXXXX [REDACTED]

Invoice #: 16720

Approval Code: 010153

Amount \$892.55

I agree to pay the above total amount according to the card issuer agreement. (Merchant agreement if credit voucher)

Thank you for your business!
We will always do everything we can
in order to merit the trust you have
placed in us.

Customer Copy

Beaverton, OR

PORTLAND OR 970

03 SEP 2013 FN 3 L



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

20590

