

NYS-200

CL-10544955-1869

SEPT. 12, 2013

TO WHOM IT MAY CONCERN,

EXECUTIVE SECRETARIAT

2013 SEP 11 P 3:10

I AM WRITING IN RESPONSE TO THE RECALL OF MY MOTORHOME (2007 HURRICANE - MODEL 33H-CLASS A).

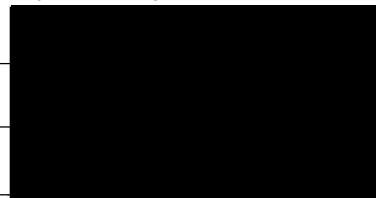
THOR MOTOR COACH REFUSED TO COMPENSATE ME FOR THE BREAKDOWN 7-22-11 IN ALASKA THOR IN THE LETTER ABOUT POWER LOST IS WHAT HAPPENED TO ME.

INCLUDED IS A COPY OF LETTER THOR SENT ME. I HIGHLIGHTED THE INFORMATION, ALSO INCLUDED THE WORK DONE AT GABE'S TRUCK REPAIR.

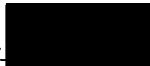
I SENT THOR M. C. A LETTER, COPIES OF WORK DONE.

THANK YOU

CONTACT PERSON AT THOR  
SCOTT HARRIS  
574-684-2080



DRASCO AR.



CELL



NAM  
91913  
SMD



SEP 18 2013

## **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

# Gabe's Truck & Auto Repair LLC

P.O. Box 72235, Fairbanks, AK 99707  
TAX ID# 20-5788235  
**(907) 456-6156 Fax (907) 456-2923**

Customer: [REDACTED]	Vehicle: 2006 FORT E450	RO #: 0111249
Address: [REDACTED]	License: [REDACTED]	Date: 7/22/11
City: DRASCO, AR	VIN: 1F6NF53YX60 [REDACTED]	Page: Page 1 of 1
Phone 1: [REDACTED]	Engine: V10	Trans: AUTOMATIC
Phone 2: [REDACTED]	Mileage: 27825	PO #:

Tech	Labor Description	Part Number	Part Description	Labor	Parts	Subtotal
<b>Service Requests:</b>						
37	WAS TOWED IN FOR NO ELECTRICAL, WONT START, NO HEADLIGHTS NOTHING. DIAGNOSE AND ADVISE - PERFORMED DIAGNOSTICS AND FOUND THAT THE MAIN BATTERY DISTRIBUTION RELAY IS MELTED AND WILL NEED TO BE REPLACED			110.00		110.00
34	REAR SWAY BAR IS LOOSE PLEASE CHECK AND ADVISE - PERFORMED DIAGNOSTICS AND FOUND THAT THE SWAY BAR MOUNT BUSHINGS ARE WORN AND WILL NEED TO BE REPLACED			0.00		
53	CHECK THE DRIVE LINE UNIVERSAL JOINTS (PARTS TO REASSEMBLE ARE IN THE ENTRY WAY OF THE COACH) - RE INSTALLED THE DRIVE LINE AND CHECKED THE UNIVERSAL JOINT THERE WERE NO PROBLEMS FOUND AT THIS TIME (FYI, CUSTOMER STATED TO TELL WARRANTY COMPANY THE TV QUIT WORKING)			31.50		31.50
	REMOVED AND REPLACED THE SOLENOID			0.00		
	1.00	127-RVC1002	SOLENOID		107.25	
	1.00		SHIPPING/HANDLI		65.00	
61	REMOVED AND REPLACED THE WORN REAR SWAY BAR BUSHINGS			110.00	98.56	208.56
	2.00	F81Z-5493-EA	OE SWAY BAR BUSHINGS		87.96	
	2.00		SHIPPING/HANDLI		10.60	
61	INSTALL BYPASS FOR CHARGING SOLENOID			166.65	206.25	372.90
	2.00	712491	BATTERY CABLE		71.56	
	1.00	SW16	ON OFF SWITCH		115.49	
	1.00	786125	BATTERY ISOLATOR SWITC		19.20	

- EXTENDED WARRANTY INFO 1-800-457-7703 CONTRACT # 0005595185 FAX FOR CLAIMS 614-726-3170 DIMENSION SERVICES

**SALES**  
 Entry Method: Swiped  
 Approved: Online Batch#: 000007  
 07/22/11  
 Term ID: 1034  
 Merch ID: 6003340  
 FAIRBANKS, AK 99701  
 907-456-6156  
 907-456-2923  
 Total: \$ 572.90  
 THANK YOU

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enter  
irs  
so  
he

Labor:	\$ 642.55
Parts:	\$ 477.06
Sublet:	\$ 0.00
Other Fees:	\$ 0.00
SHOP SUPPLIE	\$ 15.00
Subtotal:	\$ 1,134.61
Sales Tax:	\$ 0.00
By:	Total: \$ 1,134.61
	Paid: \$ 0.00
Total Due:	\$ 1,134.61



LITTLE ROCK AR 722

11 SEP 2013 PM 4 L



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVENUE, S.E.  
WASHINGTON, D.C. 20590

20590

