



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE  
Washington, DC 20590

December 30, 2013

[REDACTED]  
Drasco, AR [REDACTED]

NVS-216 am  
Ref. No. 10544755

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Thor Hurricane motor coach. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You state on July 22, 2011, your MY 2007 Thor Hurricane motor coach broke down while you traveling in Alaska. A repair facility diagnosed the problem and determined that the main battery distribution relay melted. Recently you received a recall notice from Thor that you feel is related to the problem you experienced in Alaska. You contacted Thor to request compensation for the repair you paid for in Alaska; however, they denied your claim. You request assistance from NHTSA in obtaining compensation from the manufacturer.

We are aware of NHTSA Safety Recall Campaign No. 13V-265. The recall addresses a problem with the RV Custom Products Battery Control Center (BCC) in MY 2007 through MY 2013 Thor Hurricane motor coaches. The BCC may fail while the motor coach is in motion and result in a loss of power to the chassis including all and lighting. However, based on the repair order you provided the repair facility in Alaska replaced the main battery distribution relay in your motor coach. Although the break down you experienced was similar to the failure mode identified in the recall, the repair you paid for is not related to the recall remedy. Therefore, you are not entitled to compensation under the recall. We recommend that you continue to work with Thor Motor Coach for further assistance.

In addition, we have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the main battery distribution relay in MY 2007 Thor Hurricane motor coaches. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement