

CL-10557764-7948

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

December 2, 2013

DEC 24 2013

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

As suggested in the "Notifications" section of Safety Recall Notice – 13V-265, we are forwarding you documents and correspondence with Thor Motor Coach. Please find attached the following;

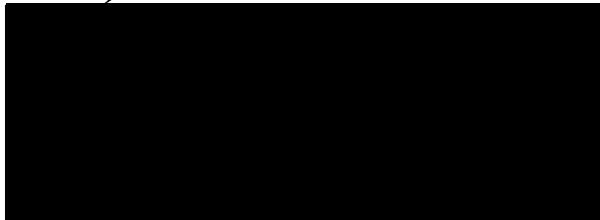
- Safety Recall Notice – 13V-265
- Our letter to Thor Motor Coach on August 23, 2013
- Invoice from Cam Clark Ford
- Invoice from Barlyn Auto Electric
- Invoice from Fraserway RV
- Letter from Thor Motor Coach on November 20, 2013

Although the attached should explain the events over the past year, I must once again question what warranty has to do with safety recalls. I own two other vehicles which have both had safety recalls and warranty had nothing to do with either the 2002 Ford or the 2005 Chrysler.

All expenses incurred were due to this faulty wiring and prior to the recall notification.

Thank you for your time and attention.

Sincerely,



Innisfil, Ontario, Canada 

NAM
12/26/13
SMD



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

August 23, 2012/3

TMC
P.O. Box 1486
Elkhart, IN
46515

ATTN: CUSTOMER SERVICE

As instructed by Bill Sauer from your company, we are enclosing copies of bills incurred over the past year due to problems with our motor home.

Prior to the above mentioned recall, we purchased a battery control center from Fraserway RV in Cookstown, Ontario. Shipping material indicated it originated from your company. We were informed by Fraserway that we could not purchase a solenoid and that a complete battery control center was required to repair our unit. Our initial problem with our motor home was in the fall of 2012 while travelling in Alberta. While driving, the motor home lost all power for a short time but then resumed. A short distance later we had parked the motor home and on our return found we once again had no power and were unable to restart the unit. A Ford dealership in Calgary tried to do repairs but was only able to do a temporary fix in order for us to get home to Ontario.

Our understanding from our conversation with Bill Sauer is that our warranty has expired and therefore he cannot reimburse us. We are puzzled as to why we received a recall notice for the exact problem mentioned, which we have repaired, and not receive reimbursement. Also puzzling is that a safety recall is not covered regardless of the year or state of warranty of any vehicle.

Enclosed please find copies of the following invoices, expenses we incurred due the faulty solenoid;

\$579.60 – Cam Clark Ford in Calgary, Alberta

\$801.89 – Barlyn Auto Electric for the battery control center \$581.89 (receipt also attached) plus labour for installation of \$310.00

Our total expenses incurred due to the faulty solenoid is \$1,381.49

[REDACTED]
Innisfil, Ontario [REDACTED] Canada
[REDACTED]

CUSTOMER #: 180427

222761



CAM CLARK FORD

1001 Highland Park Boulevard, NE AIRDRIE, AB T4A 0R2
Toll Free: 1-888-948-6660
Phone: (403) 948-6660 Fax: (403) 948-4503
www.camclarkford.com

INVOICE

PAGE 1

INNISFIL, ON
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 3719 SARA WILSON

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/OUT	TAG	
	07	FORD E450	1F6LF53Y660		46469/46469	T4542	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	CUST PAY LABOUR RATE	PAYMENT	INV DATE
01JAN07 DD			17:00 13OCT12		0.00	CASH	15OCT12
R.O OPENED	READY	OPTIONS:					
		DLR: B6248					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	V10	TRITON	ENGINE				
INFO INFORMATION LINE ONLY							
				3100	C		

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 46469 INFORMATION ONLY 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CHECK AND ADVISE FOR ABS LIGHT CAME ON AND ALL GAUGES FELL TO ZERO, AFTER SHORT TIME EVERYTHING CAME BACK- HAPPENED 2 TIMES WHILE DRIVING, ONCE SHUT OFF WOULD NOT RE-START

00 AS PER COMMENTS
 3100 C
 PARTS: 0.00 LABOR: 552.00 OTHER: 0.00 TOTAL LINE B: 552.00
 46469 4.00 VERIFIED CONCERN. FOUND POWER DISTRIBUTION BOX IS NOT GETTING POWER. TRACED AFTER MARKET CLASS A MOTORHOME WIRING. FOUND THE CHASSIS POWER SOLENOID IN THE FUSE BOX UNDER THE FRONT HOOD IS CLICKING BUT NOT POWERING THE FORD SIDE OF THE SYSTEM. MOVED SUPPLY CABLE TO NON SOLENOID SWITCHED POWER AND NOW MOTORHOME STARTS AND RUNS. LABELED CABLE THAT I MOVED FOR CLARITY TO THE OWNER. NEEDS AFTERMARKET SOLENOID BUT OWNER IS FROM ONTARIO.

CON CONTACT # 999 C
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

**IF YOU HAVE HAD YOUR WHEELS REMOVED, PLEASE RETURN WITHIN 100 KMS TO HAVE THEM RETORQUED

GOODS & SERVICES TAX ---> (#: 100741115)

Your complete satisfaction is our goal. Please let us know if you are not completely satisfied. **Thank You**
 Monday to Saturday



PARTS DIRECT 948-3155



Thank You For Allowing Us To Service Your Vehicle

DESCRIPTION	TOTALS
LABOUR AMOUNT	552.00
PARTS AMOUNT	0.00
PAINT & MATERIALS	0.00
SUBLET AMOUNT	0.00
SHOP MATERIALS	0.00
TOTAL CHARGES	552.00
LESS INSURANCE	0.00
SALES TAXES	27.60
PLEASE PAY THIS AMOUNT	579.60

Privacy. Personal information is collected in accordance with applicable privacy legislation and is governed by Cam Clark Ford Privacy Policy. Your privacy is important to us. Ask us if you would like information about our Privacy Policy. We provide this personal information to Ford Motor Company of Canada Limited (together with third parties acting on its behalf "Ford") to enable Ford to administer your transaction, to provide you with services, to improve automotive related products and services by conducting customer surveys, and to provide you with marketing material which may be of interest to you. To obtain the Ford Privacy Policy or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673).

nature X

CUSTOMER COPY

GST# R100741115

&%D1
FRASERWAY RV LP
5362 COUNTY RD 27 N RR1
COOKSTOWN, ON
CANADA
L0L 1L0
705-458-0001

FRASERWAY RV L
5362 COUNTY RD 27 N RR1
COOKSTOWN, ON
L0L 1L0
705-458-0001

SALE

10:54am WED 14 AUG 13
INVOICE# F19691 CODE# KC
CUSTOMER 999T - MISC CUSTOMER TORONTO

MID: 8018535297
TID: 0089250008018535297003
Entry Method : C
REF #: 5
2013/08/14 13:55:07
Trace:0006

TAX REG# 832671523

1.00 69086 514.95 514.95
- THOR WIRE HARNESS

APPROVED

Appr Code: 052507



AMOUNT \$581.89

Subtotal: 514.95
Tax - HST13: 66.94
Total: 581.89

Payments: VISA 581.89

VERIFIED BY PIN



WE APPRECIATE YOUR BUSINESS !

TC: E08808

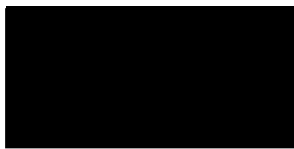
TUR: 0000008000

THANK YOU / MERCI

CUSTOMER COPY

BBW 034

Bill Sauer



1F6LF53Y660





November 20, 2013

[REDACTED]
Innisfil, ON
Canada

Dear [REDACTED]

This letter is being sent in response to the letter we received into our office September 4, 2013. I apologize for the delay in response to it. At this time we must respectfully decline your request for reimbursement. The expenses you incurred happened after the expiration of your warranty. Your warranty ended June 14, 2008. If you have any further questions or concerns, please feel free to contact our customer service department at (877) 855-2867.

Sincerely,

Thor Motor Coach

www.canadapost.ca 131205 23:44 // // CANADA 110

Barrie, Ontario

www.postescanada.ca 3810 MAL 1A5 // //

Administrator, National Traffic
Highway Safety Administration
1200 New Jersey Ave. S.E.
WASHINGTON, DC 20590

