

CC: copy

CL-106 29759- 2875

August 7, 2014

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

Powder Springs, GA

Thor Motor Coach
(Attn: Vice President of Customer Service)
Thor Motor Coach Warranty/Service Department
P.O. Box 1486, Elkhart, IN 46515-1486

Re: THOR Industries, Inc. Recall of the IRA-50R Transfer Switch
(Campaign Number. TMC's Internal Number RC000064)

AUG 14 2014

Dear Sir,

When I saw there was a National recall (NHTSA Campaign Number: 12V51600) on the above part because of a fire hazard, I was very concerned because my motor coach a 2010 THOR Windsport, VIN # 1F6NF53Y390, had this part installed in it. I immediately called one of your representatives and was told my coach couldn't have this part. I knew that was not possible because it WAS installed in this coach.

About 3 weeks ago, my wife noticed an odor in the bedroom area that she couldn't identify but said it smelt like a hot electric wire or something. I immediately checked to see where and what it might be to discover the recalled part had overheated and nearly caused a fire. Thankfully, we noticed it in time and the only damage done was to the part and not a fire in our coach resulting in personal injury or death, destruction to my coach, and possibly any injury or damage to other campers nearby.

I immediately had this part replaced. I then called your representative to be told once again, my coach couldn't have this part because the part had stopped being put in the campers as of May 2009 and my coach had not started assembly until July 31, 2009. Clearly, one of these parts slipped through the "pull process of the recall" and managed to be installed in my coach. It seems that an expanded recall of this component needs to be initiated and completed, because my coach was not listed in the original recall, but it DID have the part installed. I understand that it is easy to overlook some parts and not get them all. One could have been left on the shelf or bin; and when my coach was assembled, the electricians who installed it may not have been aware of the recall. The NHTSA Campaign noted that there potentially were 634 units defected--it is at least 635 because my coach was one not listed. I am curious if other owners having units that didn't fall exactly in the date perimeters experienced the same damage I did with this part. I have been informed that the IOTA manufacturer no longer makes this transfer switch.

AM
82714
SMD

To provide you with an exact image of my damaged recalled transfer switch, I am enclosing pictures of the part's cover showing the part name, the inside where the heat damage occurred, and it actually installed in my coach. I am also enclosing copies of the recall notices so you have a ready source to confirm what I am claiming. Along with that paper work, I am enclosing the receipt for the costs of the replacement part. I tried hard to abide by the recall notice and have a dealer replace the part, but every time I was told I was wrong, yet I couldn't be because there the part was right in my coach. So I am asking that you just reimburse me for the cost of the part. I do not need installation fees reimbursed as I am fortunate enough to have a licensed electrician as a friend and he did the installation free for me. It's a blessing I only need to be reimbursed for the part and not any major damage to property or person.

If you would like me to return this damaged transfer switch, I can do that with you covering the cost of the shipping. If you need any further details, please feel free to contact me at any time.

I thank you in advance for taking care of this matter and receiving a reimbursement check in the amount of \$187.25. I would appreciate hearing back from you either by phone [REDACTED] or email: [REDACTED] as to the confirmation of this letter and the decision you have made as to the reimbursement.

Sincerely,

[REDACTED]

Cc: (1) Mr. David M. Mihalick, Thor Industries, Standards Compliance Manager
THOR Industries, Inc., 419 West Pike Street, PO Box 629, Jackson Center, OH 45334-0629
✓(2) Ms. Nancy Lewis, Associate Administrator for Enforcement, NHTSA,
Attn: Recall Management Division (NVS-215)
1200 New Jersey Ave. SE, Washington, DC

encls: (1) NHTSA Campaign Number: 12V516000 Transfer Switch Recall (October 10, 2012)
(2) THOR'S Safety Recall Notice
(3) Pictures of the Damaged Recall Part Due to Overheating; as stated in recall notice
(3a) Picture of switch installed in coach before replaced.
(4) Receipt for replacement of subject transfer switch part.



ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
1	N/A	N/A	N/A

- RECALL Subject : Transfer Switch Overheating

Report Receipt Date: OCT 22, 2012
 NHTSA Campaign Number: 12V516000
 Component(s): ELECTRICAL SYSTEM
 Potential Number of Units Affected: 634

All Products Associated with this Recall

Details

10 Associated Documents

Manufacturer: Thor Motor Coach

SUMMARY:

Thor Motorcoach is recalling certain model year 2008-2010 motorhomes, manufactured June 1, 2007, through May 1, 2009 and equipped with an Iota ITS-50R Transfer Switch. The models affected are Four Winds brand models: Chateau, Dutchmen, Hurricane, Windsport, Magellan, Fun Mover, Presidio, and Mandalay. Wiring connections inside the transfer switch are not adequate and, as a result, the switch may overheat.

CONSEQUENCE:

An overheated switch could cause it to fail and lead to a fire.

REMEDY:

Thor Motorcoach will notify owners and replace the Iota Transfer Switch, free of charge. The safety recall began on November 16, 2012. Owners may contact Thor at 1-877-500-1020.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

VIN 1F6NF53Y390 [REDACTED]

DATE OF START OF MANUFACTURE
 7-31-09

Motorcoach VIN
 Thor Windsport

Battery CONTROL
 CENTER

TALKED TO RILL

Encl (1)

<http://www-odi.nhtsa.dot.gov/owners/SearchResults>

7/28/2014

419 West Pike Street, PO Box 629, Jackson Center, OH 45334-0629

October 19, 2012

VIA E-MAIL
RECEIPT CONFIRMATION REQUESTED

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
1200 New Jersey Ave. S.E.
Washington, DC 20590

Re: Thor Motor Coach
Defect and Non-Compliance Report

Dear Ms. Lewis:

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, we are hereby notifying the National Highway Traffic Safety Administration that certain motorhomes manufactured by Thor Motor Coach (TMC) were built with a defect that has been determined to be safety related.

- A. Recall Population and Vehicle Identification. The motorhomes built with the safety defect are as follows:

Brand Name	Model Name	Model Years Affected
Four Winds	Chateau (Kodiak Chassis)	2008 - 2010
Four Winds	Dutchmen (Kodiak Chassis)	2009
Four Winds	Hurricane	2008 - 2010
Four Winds	Windsport	2008 - 2009
Four Winds	Magellan	2009
Four Winds	Fun Mover	2008 - 2009
Four Winds	Presidio	2008 - 2009
Four Winds	Mandalay	2008 - 2010

These motorhomes were built between June 1, 2007 and May 1, 2009. The total number of motorhomes subject to this recall campaign is 634.

- B. Description of Defect. All of the motorhomes subject to this recall campaign are equipped with an Iota ITS-50R Transfer Switch which may be experiencing heat related failures when exposed to elevated electrical loads associated with RV use in higher ambient temperatures. The connections at the buss bar inside of the switch are not adequate resulting in elevated operating temperatures. This potentially could result in a fire. In the event of a fire, there is a potential for property damage, personal injury or death. There have been no reports of injuries due to this defect.
- C. Basis for Determining that a Defect Exists. TMC was contacted by NHTSA on August 23, 2012 requesting information on the Iota ITS-50R switch. Information was provided back to NHTSA on September 5, 2012. Since the last information was supplied to NHTSA, TMC has received two additional reports of overheated transfer switches. As a

result of these additional incidents, TMC decided to proceed with a recall of the transfer switches.

- D. Remedying of Defect. The Recall campaign to be implemented by Thor Motor Coach to remedy the safety defect will be to replace the Iota ITS-50R Transfer Switch. As will be set forth in the owner notification letter, this defect will be corrected by Thor Motor Coach at no expense to the owner.
- E. Supplier Information
- Iota Engineering
PO Box 11846
1301 E. Wieding Rd
Tucson, AZ 85706
Contact: Steve Shell - President
- F. Owner Notifications. TMC will notify owners of the motorhomes of the safety defect. The Owner's notification letter is attached for approval.
- G. Dealer Notifications: TMC will notify its dealers of the safety defect. The Dealer's letter is attached for approval. This letter will be transmitted electronically to the TMC dealer population.
- H. Quarterly Reporting Requirements. Thor Motor Coach will be filing quarterly reports as required by Part 573.7 of Title 49 the Code of Federal Regulations.
- I. Campaign Number. TMC's internal number is RC000064.

The enclosed information should comply with the NHTSA regulations and satisfy the obligations of TMC with respect to this recall campaign. If you need any additional information regarding the participation of TMC in this recall campaign, please feel free to contact me at 937-596-6849, Ext. 7363 or contact Mark Stanley at TMC directly at 877-500-1020 ext. 2095.

Sincerely,



David M. Mihalick
Thor Industries
Standards Compliance Manager



Safety Recall Notice

Dear Dealer:

This **Safety Recall Notice** is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act and The Canadian Motor Vehicle Safety Act and is important for your safety.

Thor Motor Coach (TMC) decided that a defect which relates to motor vehicle safety exists in the Thor Motor Coach Windsport and Hurricane models of motor homes.

All of the motorhomes subject to this recall campaign are equipped with an Iota ITS-50R Transfer Switch which may be experiencing heat related failures when exposed to elevated electrical loads associated with RV use in higher ambient temperatures. The connections at the buss bar inside of the switch are not adequate resulting in elevated operating temperatures. This potentially could result in a fire. In the event of a fire, there is a potential for property damage, personal injury or death.

The required action is to replace the Iota ITS-50R Transfer Switch.

Dealers that have stock units impacted by this recall will have a list of affected units attached to this recall bulletin. If any unit on this list has been retail sold you are asked to notify the retail owner as soon as possible of this recall because their vehicle was not registered at the time the retail notice was mailed. Please immediately register any retail sold units on this list. **As a reminder, you are required by law to complete this recall on any stock units in inventory prior to retail sale. Any vehicle lessor receiving this notice must forward a copy to the lessee within 10 days.**

Please find attached a copy of the retail notification letter as well as the required repair procedure for this recall. In addition, instructions for claim filing have also been included.

If you have questions concerning this recall, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, or by phone at 877-500-1020.

We apologize for this inconvenience; however, we have taken this action in the interest of customer safety and continued satisfaction with our products.

Sincerely,

Ron Davidson
Vice President of Customer Service

Re: NHTSA Recall No. 12V-516
Transport Canada Recall No. 2012-358



Power Equipment Co., Inc. dba Peco
Campers
1825 Tucker Industrial Rd
Tucker GA USA 30084
(404) 377-8000

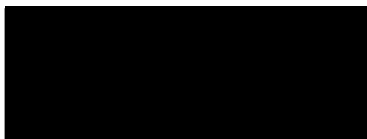
Date: 7/15/2014 9:45:21 AM
Doc #: 119442
Salesperson: 28
Cash Drawer: 01
Customer #:
Customer: CASH CUSTOMER

19-6593 50AMP TRANSFER

1.00 @ 175.00 = \$175.00

Core Total:	\$0.00
Sub Total:	\$175.00
Discount:	\$0.00
Sales Tax:	\$12.25
Total:	\$187.25
Deposit:	\$0.00
Amount Due:	\$187.25
	\$187.25

Amount Tendered:	\$187.25
Change Returned:	\$0.00
Total Savings:	\$37.09

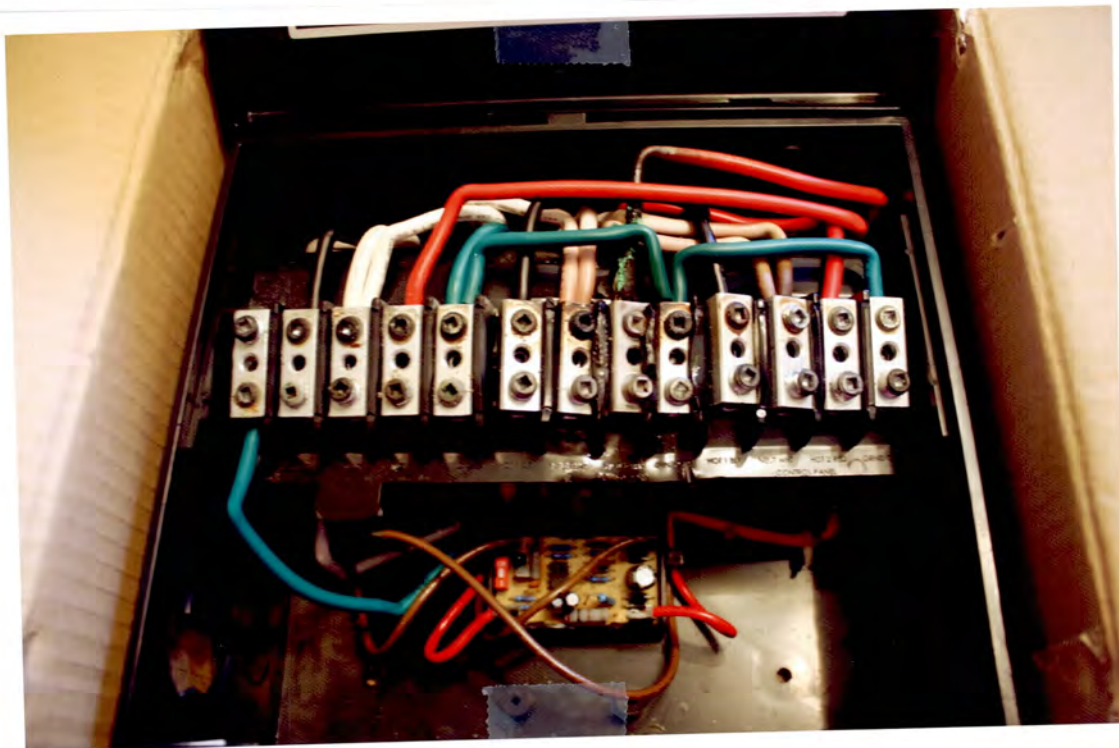
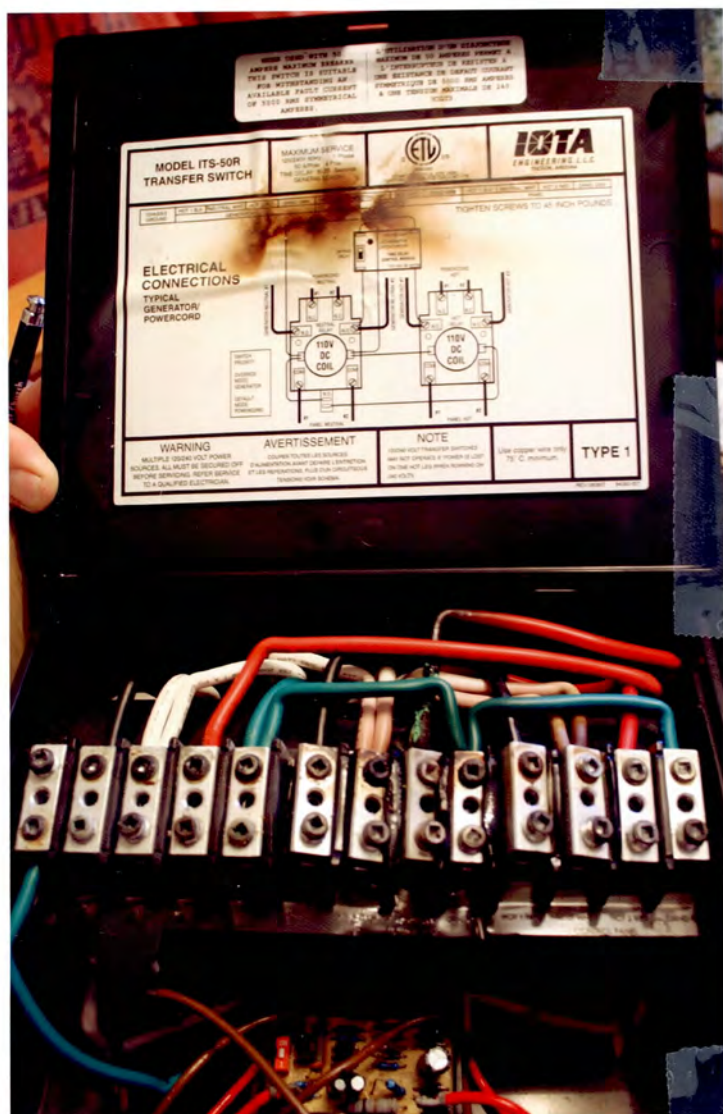


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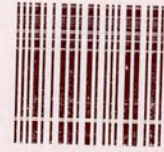
NO RETURNS ON ELECTRICAL
ITEMS. NO RETURNS WITHOUT
SALES RECEIPT. RESTOCKING
CHARGE OF 20% ON NON-STOCK
ITEMS!

Encl (3) Pictures of
Damaged Recall
Transfer Switch





Powder Spgs, GA



U.S. POSTAGE
PAID
POWDER SPRINGS, GA
30127
AUG 08, 14
AMOUNT

\$1.40

Ms. Nancy Lewis
Assoc Admin for Enforcement NHTSA
Attn: Recall Management Div (NVS-215)
1200 New Jersey Ave SE
Washington, D.C. 20590

FIRST CLASS MAIL