

CL-10980651-5864



April 4, 2017

APR 10 2017

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

National Highway Traffic Safety Administration (NHTSA)
400 7th S W
Room 5232
Washington, DC 20590
888-327-4236
TTY 800-424-9153
www.nhtsa.gov

RE:



Dear Sir/Madam:

The Tennessee Division of Consumer Affairs would appreciate your assistance with the enclosed complaint from [REDACTED]. Understanding that the scope of this complaint is not within the Division of Consumer Affairs jurisdiction, our agency is forwarding this complaint to your department for review and appropriate action.

As a courtesy to the consumer, we are forwarding you a copy of this complaint. Please feel free to contact [REDACTED] directly in order to discuss the issues raised in the complaint or should you need additional information.

Our agency thanks you for your attention given to this matter.

Sincerely,

Moshe Cole
Consumer Protection Spec.2
615-741-4741
FAX: 615-532-4994
moshe.cole@tn.gov

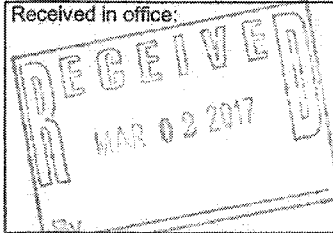
Enclosure

ET
4.25.17
WP



Consumer Complaint

Commerce & Insurance
Division of Consumer Affairs
500 James Robertson Parkway, Twelfth Floor
Nashville, TN 37243-0600
(615) 532-4994 Fax



New

For official use only:

subject code: _____

assigned to: _____

File #: _____

Section I: How Do We Reach You? Your Contact Information

Please Print Clearly or Type. All fields marked with an asterisk (*) are required. Provide as much information as possible.

*Name: _____

*Address: _____

*City: Guild *State: Tn *Zip: _____

*(Tennessee Residents only) County: Marion

Phone: Home: _____ Work: (____) _____ E-mail address: _____

Best Contact Time: anytime

Section II: Who is Your Complaint Against? Business Contact Information

*Business Name: Thor Motor Coach

Contact Person: Rick Koelndorfer

*Address: P.O. Box 1489

*City: Elkhart *State: Indiana *Zip: 46512

Phone: (574) 584-3545 Fax: (____) _____

E-mail address: RDKOEINDORFER@TMC.RV.COM Website address: _____

Type of Product or Service: Thor Palazzo 2015

Section III: What Happened? Details of Incident

*Amount involved: \$ 152,000 How did you pay? Financed *Date of transaction: 3/12/16

*Have you contacted the business about this complaint? Yes If YES, to whom and when: Rick James Crosley

*What are you asking the business to do? Replacement of vehicle or refund of money 2/17/17

*What did the business do? Continue to repair vehicle

List all agencies you have contacted about this complaint: Comping World and Thor

*Have you or the business filed a lawsuit regarding this complaint? YES NO

Was this product or service advertised? Yes If YES, when and where? internet and website
(Please send a copy of the advertisement, if it is available.)

Section III: What Happened?
(Continued)

*Briefly describe your complaint and include all important facts. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will **NOT** be returned.

See attached letter and work orders.
Currently vehicle is being serviced for a heater coil


Section IV: Automobile Complaints
Required Information for Automobile Complaints Only

*Year: _____ *Make: _____ *Model: _____
*Vin Number: _____

Section V: Final Step

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business and I understand this complaint may be used in legal proceedings brought under the _____ Act.

 _____
*Date: 2/27/17

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

OPTIONAL: We would appreciate having the appropriate boxes checked

Age: 18-29 30-39 40-49 50-59 60 or older
Is your home telephone number registered on the Tennessee Do Not Call List? Yes No
Is your home telephone number registered on the National Do Not Call List? Yes No
Have you previously filed any complaint(s) with this Division in the last 2 years? Yes No
If yes, please state against whom _____

[REDACTED]
Guild, Tennessee, [REDACTED]
[REDACTED]

February 13, 2017

James Crosley
Director of Customer Service
THOR Motor Coach
PO Box 1486
Elkhart, Indiana 46515

Dear Mr. Crosley:

On March 12, 2016, I purchased a new 2015 Thor Motor Coach, Palazzo 36.1 ZDWO3610 [REDACTED] at Camping World, Chattanooga, Tennessee. First let me start by saying, I have been RV'ing for the past 25 years. I really love my coach; the floor plan is exactly suitable for my lifestyle.

Unfortunately, your product has not performed well because it has been in the shop over eleven (11) times for service. I am disappointed because there are numerous issues with this coach, the batteries have been replaced; however, the coach is presently in the shop because the batteries are dead and do not appear to be able to hold a charge; it has been in the shop three times for this problem; the coach was serviced three times because the hot water heater would not heat water up after use; to date, it still is not functioning properly; the coach was serviced twice because the radio, the dash camera was inoperable and the 12 volt plugs on the dash were not working; the seven way plug in the back of the camper dropped off, the coach had to be returned for service to repair it; the light indicators for the leveling jacks appear to malfunction when setting up the coach, unfortunately, I have returned the coach to the shop twice, but was unable to replicate the problem, it remains unresolved. Another issue I have found is water in the lower battery compartment; this has been an ongoing issue. Other issues include replacement of one of the toppers and return shop visits to repair and adjust the awning. Lastly, although I consistently start the engine on a weekly basis, on Friday, when starting the coach, multiple indicator lights appeared on the dash, including check engine light, low coolant light and others. As I stated earlier, I love this coach however, I am afraid going forward, other issues will appear, as I believe this coach has some inherent mechanical issues.

I would appreciate you contacting me within the next week to help resolve these issues. As you are probably aware, my one-year warranty will be expiring soon, I have spoken with several representatives from Thor, Tim P, John Vrydagns and Moshe C.; they have verbally stated that Thor would stand behind its product; however, they have been reluctant to reassure me in writing and I am afraid going forward, other issues may appear. I have been in contact with an attorney and consumer affairs to consider my legal ramifications, if we are unable to reach an amicable agreement.

I look forward to your reply and a resolution to my problems. Please contact me at the above address or by phone at [REDACTED]

[REDACTED]

Cc: Burdge Law Office
Herbert Thornbury Attorney At Law
THOR, Board of Directors

CAMPING WORLD RV SALES
 6728 RINGGOLD ROAD
 CHATTANOOGA TN
 US
 37412
 423-892-8275

JOB WORK ORDER # [REDACTED]

WO Date: 10 MAR 16
 Tag#: [REDACTED]
 Author: STEVE.FOGLE
 Stock No: [REDACTED]
 Year: 2015
 Manufacturer: THOR MOTOR COACH
 Brand: PALAZZO
 Model: 36.1
 Length: 37'3"
 Serial#: [REDACTED]
 Chassis#: 4UZACJDT7FC [REDACTED]
 Miles/Hrs: 996
 Purchased Date: 12 MAR 16
 Warranty Date: 25 MAR 16
 Date In: 01 MAR 16

First Name: [REDACTED]
 Customer Name: [REDACTED]
 Address: [REDACTED]
 : GUILD, TN
 Postal/Zip: [REDACTED]
 Phone#(res): [REDACTED]
 Phone#(bus): [REDACTED]
 Cell Phone: [REDACTED]
 ExtW Co: CW CARE
 ExtW No: [REDACTED]
 Email: [REDACTED]
 Promised Date: 30 DEC 16
 Completed Date: 17 MAR 16
 Invoice#: [REDACTED]
 :

JOB 00 Warranty THOR MOTORIZED SERVICES

JOB DESC

NE - PAR SENT 3/29

Job 00 Subtotal Warranty

JOB 1 Internal - No Charge

JOB DESC

OUTBOUND PREP

LABOR

ST STRAIGHT TIME

121 -N/C-

Subtotal Labor -N/C-

EXTRAS

FREIGHT RECOVERY -N/C-
 SHOP SUPPLIES -N/C-
 500 3712089 TAP -N/C-
 34904 3709038 SHOWERHEAD KIT -N/C-
 52220 3736011 SILICONE -N/C-
 52562 3736011 BATTERY -N/C-
 980005 3736011 BATT CORE -N/C-

Subtotal Extras -N/C-

Job 1 Subtotal -N/C-

JOB 2 Internal - No Charge

JOB DESC

CLEAN, FILL LP

	Job 2	Subtotal	-N/C-
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JOB 3 Internal - No Charge

JOB DESC

INSTALL SAT WO

LABOR

ST	STRAIGHT TIME	121	-N/C-
----	---------------	-----	-------

	Subtotal Labor	-N/C-
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EXTRAS

61628	3707265	POWER SUPPLY	-N/C-
-------	---------	--------------	-------

73912	3707265	DISH	-N/C-
-------	---------	------	-------

87082	3707265	SAT	-N/C-
-------	---------	-----	-------

32125	3707265	DICOR	-N/C-
-------	---------	-------	-------

	Subtotal Extras	-N/C-
--	-----------------	-------

	Job 3	Subtotal	-N/C-
--	-------	----------	-------

JOB 4 Internal - No Charge

JOB DESC

No other offers or coupons apply

	Job 4	Subtotal	-N/C-
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JOB 5 Internal - No Charge

JOB DESC

DEWINTERIZE

LABOR

ST	STRAIGHT TIME	121	-N/C-
----	---------------	-----	-------

	Subtotal Labor	-N/C-
--	----------------	-------

	Job 5	Subtotal	-N/C-
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JOB 6 Warranty THOR MOTORIZED SERVICES

JOB DESC

TV CRANK HANDLE IS OFF AND SPRING IS MISSING

LABOR

ST	STRAIGHT TIME	121	Warranty
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	Subtotal Labor	Warranty
--	----------------	----------

	Job 6	Subtotal	Warranty
--	-------	----------	----------

JOB 7 Warranty THOR MOTORIZED SERVICES

JOB DESC

DASH TRIM AROUND RADIO IS PULLED LOOSE AND WONT STAY LOCKED IN PLACE LOWER CLIP IS BROKEN

Continued on Page 3

LABOR				
ST	STRAIGHT TIME	121		Warranty
		Subtotal Labor		Warranty
		Job 7	Subtotal	Warranty

JOB 8 Warranty THOR MOTORIZED SERVICES

JOB DESC

DRIVER SEAT WIRES ARE HANGING ON SLIDE
OUT TRIM

LABOR				
ST	STRAIGHT TIME	121		Warranty
		Subtotal Labor		Warranty
		Job 8	Subtotal	Warranty

JOB 9 Internal - No Charge

JOB DESC

ENTRY STEPS ARE STICKING WHEN OPENING

LABOR				
ST	STRAIGHT TIME	121		-N/C-
		Subtotal Labor		-N/C-
		Job 9	Subtotal	-N/C-

JOB 10 Internal - No Charge

JOB DESC

NO KEYS TO ENTRY DOOR LOCK

Job 10	Subtotal	-N/C-
--------	----------	-------

JOB 11 Warranty THOR MOTORIZED SERVICES

JOB DESC

ENTRY DOOR POPS HARD WHEN OPENING

LABOR				
ST	STRAIGHT TIME	121		Warranty
		Subtotal Labor		Warranty
		Job 11	Subtotal	Warranty

JOB 12 Internal - No Charge

JOB DESC

SMOKE ALARM IS MISSING BATTERY

LABOR				
ST	STRAIGHT TIME	121		-N/C-
		Subtotal Labor		-N/C-
		Job 12	Subtotal	-N/C-

Continued on Page 4



JOB 13 Warranty THOR MOTORIZED SERVICES

JOB DESC

RIGHT SIDE OF ELEC BED IS OUT OF
ALIGNMENT AND WONT MOVE

LABOR

ST	STRAIGHT TIME	121	Warranty
----	---------------	-----	----------

Subtotal Labor	Warranty
----------------	----------

Job 13	Subtotal	Warranty
--------	----------	----------

JOB 14 Internal - No Charge

JOB DESC

FRIDGE SAFETY LATCH IS MISSING

Job 14	Subtotal	-N/C-
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JOB 15 Warranty THOR MOTORIZED SERVICES

JOB DESC

BEDROOM TO MAIN LIVING AREA SLIDING
DOOR WONT LOCK IN PLACE WHEN OPEN

LABOR

ST	STRAIGHT TIME	121	Warranty
----	---------------	-----	----------

Subtotal Labor	Warranty
----------------	----------

Job 15	Subtotal	Warranty
--------	----------	----------

JOB 16 Warranty THOR MOTORIZED SERVICES

JOB DESC

FURNACE IS MAKING NOISE WHEN TURNED ON

LABOR

ST	STRAIGHT TIME	121	Warranty
----	---------------	-----	----------

Subtotal Labor	Warranty
----------------	----------

PARTS

1	ea	BLOWER WHEEL	Warranty
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Subtotal Parts	Warranty
----------------	----------

Job 16	Subtotal	Warranty
--------	----------	----------

JOB 17 Warranty THOR MOTORIZED SERVICES

JOB DESC

REAR BATH ROOM SINK FAUCET AND SINK
BASE IS LOOSE

LABOR

ST	STRAIGHT TIME	121	Warranty
----	---------------	-----	----------

Subtotal Labor	Warranty
----------------	----------

Job 17	Subtotal	Warranty
--------	----------	----------

Continued on Page 5

JOB 18 Warranty THOR MOTORIZED SERVICES

JOB DESC

OUTSIDE SHOWER FAUCET IS LEAKING WHEN
TURNED ON

LABOR

ST	STRAIGHT TIME	121	Warranty
ST	STRAIGHT TIME	121	Warranty

Subtotal Labor Warranty

Job 18 Subtotal Warranty

JOB 19 Warranty THOR MOTORIZED SERVICES

JOB DESC

SKY LIGHT IN REAR BATHROOM SHOWER IS
COMING APART

Job 19 Subtotal Warranty

JOB 20 Warranty THOR MOTORIZED SERVICES

JOB DESC

WATER COMPARTMENT PANEL IS LOOSE

Job 20 Subtotal Warranty

JOB 21 Internal - No Charge

JOB DESC

REPLACE HOUSE BATTERIES

LABOR

ST	STRAIGHT TIME	121	-N/C-
----	---------------	-----	-------

Subtotal Labor -N/C-

Job 21 Subtotal -N/C-

JOB DEMO Internal - No Charge

JOB DESC

DEMO UNIT

LABOR

DEMO	DEMO	120	-N/C-
DEMO	DEMO	118	-N/C-

Subtotal Labor -N/C-

Job DEMO Subtotal -N/C-

JOB TOTALS

COMMENTS:

Labor	\$0.00
Sublet Repairs	\$0.00
Parts	\$0.00



Extras	\$0.00
SUBTOTAL	\$0.00
Sales Tax	\$0.00
Payments	\$0.00
TOTAL DUE	\$0.00

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

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 SATISFACTORILY PER MY/OUR REQUEST.

SIGNATURE OF OWNER _____

CAMPING WORLD RV SALES
 6728 RINGGOLD ROAD
 CHATTANOOGA TN
 US
 37412
 423-892-8275

JOB WORK ORDER # [REDACTED]

WO Date: 14 MAR 16	First Name: [REDACTED]
Tag#: 099	Customer Name: [REDACTED]
Author: CSULLIVAN	Address: [REDACTED]
Stock No: [REDACTED]	: GUILD, TN
Year: 2015	Postal/Zip: [REDACTED]
Manufacturer: THOR MOTOR COACH	Phone#(res): [REDACTED]
Brand: PALAZZO	Phone#(bus): [REDACTED]
Model: 36.1	Cell Phone: [REDACTED]
Length: 37'3"	ExtW Co: USP
Serial#: [REDACTED]	ExtW No: [REDACTED]
Chassis#: 4UZACJDT7FC [REDACTED]	Email: [REDACTED]
Miles/Hrs: 1116	Promised Date: 30 MAR 16
Purchased Date: 12 MAR 16	Completed Date: 17 MAR 16
Warranty Date: 25 MAR 16	Invoice#: [REDACTED]
Date In: 14 MAR 16	:

JOB 0 Customer Pays

JOB DESC

NEEDS BY WEDNESDAY - MAKE SURE ULTRA
 GUARD WAS INSTALLED

W/O # [REDACTED]

EXTRAS

SHOP SUPPLIES

\$0.00

Subtotal Extras \$0.00

Job 0 Subtotal \$0.00

JOB 1 Internal - No Charge

JOB DESC

C/S ENTRY STEPS ARE STICKING WHILE
 GOING IN. RATTLES TERRIBLY WHILE
 OPERATING

EXTRAS

52219 3709038 SILICONE

-N/C-

FREIGHT RECOVERY

-N/C-

SHOP SUPPLIES

-N/C-

Subtotal Extras -N/C-

Job 1 Subtotal -N/C-

JOB 2 Internal - No Charge

JOB DESC

REPAIR ORDER
PAGE: 2

C/S ANTENNA CRANK FELL OFF AND IS
SITTING ON THE KITCHEN COUNTER

EXTRAS

15578 3707265 HANDLE SPRING

-N/C-

Subtotal Extras -N/C-

Job 2 Subtotal -N/C-

JOB 3 Internal - No Charge

JOB DESC

C/S LATCH TO HOLD FRIDGE DOOR CLOSED IS
MISSING (VERIFY THIS WAS AN OPTION TO
UNIT BEFORE ORDERING)

Job 3 Subtotal -N/C-

JOB 4 Warranty THOR MOTORIZED SERVICES

JOB DESC

MAIN AWNING ON PASS SIDE STICKING WHILE
OPERATING

Job 4 Subtotal Warranty

JOB 5 Warranty THOR MOTORIZED SERVICES

JOB DESC

C/S BED ABOVE DRIVER SEEMS UNEVEN WHEN
FULLY STORED

Job 5 Subtotal Warranty

JOB 6 Customer Pays

JOB DESC

GEL COAT

Job 6 Subtotal \$0.00

JOB 7 Customer Pays

JOB DESC

SATELLITE INSTALL?

Job 7 Subtotal \$0.00

JOB TOTALS

COMMENTS:

Labor \$0.00
Sublet Repairs \$0.00
Parts \$0.00

Continued on Page 3

Extras	\$0.00
SUBTOTAL	\$0.00
Sales Tax	\$0.00
Payments	\$0.00
TOTAL DUE	\$0.00

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

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 SATISFACTORILY PER MY/OUR REQUEST.

SIGNATURE OF OWNER _____

CAMPING WORLD RV SALES
 6728 RINGGOLD ROAD
 CHATTANOOGA TN
 US
 37412
 423-892-8275

JOB WORK ORDER # [REDACTED]

WO Date: 04 APR 16
 Tag#: 308
 Author: COLEMAN, SPURLOCK
 Stock No: [REDACTED]
 Year: 2015
 Manufacturer: THOR MOTOR COACH
 Brand: PALAZZO
 Model: 36.1
 Length: 37'3"
 Serial#: [REDACTED]
 Chassis#: 4UZACJDT7FC [REDACTED]
 Miles/Hrs: 1434
 Purchased Date: 12 MAR 16
 Warranty Date: 12 MAR 16
 Date In: 04 APR 16

First Name: [REDACTED]
 Customer Name: [REDACTED]
 Address: [REDACTED]
 : GUILD, TN
 Postal/Zip: [REDACTED]
 Phone#(res): [REDACTED]
 Phone#(bus): [REDACTED]
 Cell Phone: [REDACTED]
 ExtW Co: USP
 ExtW No: [REDACTED]
 Email: [REDACTED]
 Promised Date: 30 APR 16
 Completed Date: 27 APR 16
 Invoice#: [REDACTED]
 :

JOB 1 Warranty THOR MOTORIZED SERVICES

JOB DESC

C/S HE HAS NO 12V POWER IN CAMPER
 HOUSE BATTERIES ARE DEAD

**BATTERIES WERE AT 12.2 WHEN
 PULLED INTO BAY. AFTER PLUGGING IN,
 THEY WENT UP TO 14.2 NO PROBELMS FOUND**

EXTRAS

SHOP SUPPLIES

Warranty

	Subtotal	Extras	Warranty
Job 1		Subtotal	Warranty

JOB 2 Warranty THOR MOTORIZED SERVICES

JOB DESC

C/S WTR HTR WON'T STAY ON. HAVE TO
 TURN ON MANUALLY.

**RAN ON FULL CYCLE ON LP. NO PROBLEM
 FOUND**

Job 2	Subtotal	Warranty
-------	----------	----------

JOB 3 Warranty THOR MOTORIZED SERVICES

JOB DESC

JACKS INOP

LIGHTS STAY ON & FLASH WHEN JACKS ARE UP
 AIR DUMPED FIRST, THEN WITH ENGINE RUNNING HIT AUTO LEVEL. WITH ENGINE RUNNING, RETRACTED AND HAD NO PROBLEM. THEN AIRED UP COACH. ALL TESTED FINE

Job 3 Subtotal Warranty

JOB 4 Customer Pays

JOB DESC

SLIDETOPPER DAMAGED
 WHEN ROLLED OUT LOOKS DAMAGED ON TOP SIDE

**LOOKS LIKE IT WAS DRUG ON SOMETHING WHILE OPEN

Job 4 Subtotal \$0.00

JOB TOTALS

COMMENTS:
 CUSTOMER CAME BY & UNIT WAS NOT IN CAMP GROUND FOR CUSTOMER TO CHECK HOT WATER HEATER/ CUSTOMER WILL BE BACK IN TOWN WED OR THUR TO CHECK / HOT WATER HAS TO BE RUN ALL THE WAY OUT LIKE IN THE SHOWER & WATER HEATER WILL NOT COME BACK ON 4.23.16 BHH

Labor	\$0.00
Sublet Repairs	\$0.00
Parts	\$0.00
Extras	\$0.00
SUBTOTAL	\$0.00
Sales Tax	\$0.00
Payments	\$0.00
TOTAL DUE	\$0.00

DATE VEHICLE DROPPED OFF _____
 DATE OF APPOINTMENT _____
 REPAIR COMPLETION DATE _____
 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 SATISFACTORILY PER MY/OUR REQUEST.

SIGNATURE OF OWNER _____

CAMPING WORLD RV SALES
 6728 RINGGOLD ROAD
 CHATTANOOGA TN
 US
 37412
 423-892-8275

JOB WORK ORDER # [REDACTED]

WO Date: 09 MAY 16	First Name: [REDACTED]
Tag#: [REDACTED]	Customer Name: [REDACTED]
Author: COLEMAN.SPURLOCK	Address: [REDACTED]
Stock No: [REDACTED]	: GUILD, TN
Year: 2015	Postal/Zip: [REDACTED]
Manufacturer: THOR MOTOR COACH	Phone#(res): [REDACTED]
Brand: PALAZZO	Phone#(bus): [REDACTED]
Model: 36.1	Cell Phone: [REDACTED]
Length: 37'3"	ExtW Co: USP
Serial#: [REDACTED]	ExtW No: [REDACTED]
Chassis#: 4UZACJDT7FC [REDACTED]	Email: [REDACTED]
Miles/Hrs: 1525	Promised Date: 30 DEC 16
Purchased Date: 12 MAR 16	Completed Date: 23 MAY 16
Warranty Date: 12 MAR 16	Invoice#: [REDACTED]
Date In: 09 MAY 16	:

JOB 00 Warranty THOR MOTORIZED SERVICES

JOB DESC

NE - PAR SENT 6/6/16

Job 00	Subtotal	Warranty
--------	----------	----------

JOB 1 Warranty THOR MOTORIZED SERVICES

JOB DESC

WATER HEATER INOP
 -C/S IT WILL HEAT UP BUT WILL NOT COME
 BACK ON TO BRING WATER BACK UP TO TEMP
 AFTER IT HAS BEEN USED

***BROWN WIRES TO ECO HAD SPADE
 CONNECTOR ENDS THAT WERE LOOSE. WH
 WASNT COMING ON UNTIL PULLING THE LEFT
 ECO BROWN WIRE AND REPALCED IT. LET SIT
 OERNIGHT, STILL DIDNT LIGHT, REPLACED
 ECO/TSTAT. TESTED GOOD**

EXTRAS

21788 3802549 ELECTRODE
 15252 3802549 T-STAT
 REMOVE PART

Warranty
 Warranty
 Warranty

Subtotal	Extras	Warranty
----------	--------	----------

Job 1	Subtotal	Warranty
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JOB 2 Warranty THOR MOTORIZED SERVICES

JOB DESC

REPAIR ORDER

PAGE: 2

SLIDETOPPER IS DAMAGED
-IT LOOSK LIEK IT HAS BEEN DRUG ON
SOMETHING

**WAITING SALES/CUSTOMER APPROVAL
**FABRIC PART NUMBER R3106802FJ.300

	Job 2	Subtotal	Warranty
JOB 3 Warranty THOR MOTORIZED SERVICES			
JOB DESC			
SEVEN WAY PLUG END ON BACK OF CAMPER NEEDS TO BE REATTACHED			
ADJSUTED 7 WAY TO BE MORE STRAIGHT			
LABOR			
ST	STRAIGHT TIME	122	Warranty
		Subtotal Labor	Warranty
		Job 3	Subtotal
			Warranty

JOB 4 Warranty THOR MOTORIZED SERVICES			
JOB DESC			
BUNK OVER CAB IS NOT RAISING EVENLY			
BUNK WAS OUT OF SYNC. REMOVED PLUG TO ONE MOTOR AND GOT BACK INTO SYNC. RAN BUNK AND LIFT MOTOR STOPPED, INSPECTED MOTOR CONNECTOR AND A PIN DIDNT LOOK RIGHT. TIGHTEEND ALL PINS. TESTED GOOD			
		Job 4	Subtotal
			Warranty

JOB 5 Warranty THOR MOTORIZED SERVICES			
JOB DESC			
CUSTOMER WOULD LIEK US TO CHECK OPERATION OF 12V PLUGS ON DASH			
OUTLET TO LEFT OF RADIO WAS INOP. GROUND WIRE WASNT INSTALLED CORRECTLY ON ITS TERMINAL. R AND I DASH RADIO, INTALLED A NEW CONNECTOR ON WIRE, TESTED GOOD			
		Job 5	Subtotal
			Warranty

JOB LEGAL Customer Pays			
JOB DESC			
DATE OF DROP OFF: _____			

Continued on Page 3

REPAIR ORDER

PAGE: 3

DATE OF APPOINTMENT: _____
REPAIR COMPLETION: _____
NOTIFIED OF COMPLETION: DATE/TIME _____
DATE RELEASED: _____

Job LEGAL Subtotal \$0.00

JOB QC Customer Pays

JOB DESC

THIS UNIT WAS QC'D BY:
ON:

Job QC Subtotal \$0.00

JOB SIGN Customer Pays

JOB DESC

I/WE THE UNDERSIGNED ACKNOWLEDGE THE FORGOING AS FACTUAL AND I/WE
HEREBY ACKNOWLEDGE RECEIPT OF COMPLETED COPY.
SIGNATURE OF OWNER: _____

Job SIGN Subtotal \$0.00

JOB TOTALS

COMMENTS:

5/18/16 ALL JOBS DONE, WAITING TO HEAR
WHAT CUSTOMER/SALES WANTS TO DO ABOUT
SLIDETOPPER -CS- 5/18/16 UPDATED
CUSTOMER ON ALL JOBS. HE IS GOING TO
PICK UNIT UP TOMORROW AND WILL BRING IT
BACK ONCE WE FIGURE OUT THE SLIDETOPPER
-CGS

Labor \$0.00
Sublet Repairs \$0.00
Parts \$0.00
Extras \$0.00

SUBTOTAL \$0.00

Sales Tax \$0.00
Payments \$0.00

TOTAL DUE \$0.00

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

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 SATISFACTORILY PER MY/OUR REQUEST.

SIGNATURE OF OWNER _____

CAMPING WORLD RV SALES
 6728 RINGGOLD ROAD
 CHATTANOOGA TN
 US
 37412
 423-892-8275

JOB WORK ORDER # [REDACTED]

WO Date: 08 JUL 16
 Tag#: [REDACTED]
 Author: COLEMAN, SPURLOCK
 Stock No: [REDACTED]
 Year: 2015
 Manufacturer: THOR MOTOR COACH
 Brand: PALAZZO
 Model: 36.1
 Length: 37'3"
 Serial#: [REDACTED]
 Chassis#: 4UZACJDT7FC [REDACTED]
 Miles/Hrs: 1682
 Purchased Date: 12 MAR 16
 Warranty Date: 12 MAR 16
 Date In: 08 JUL 16

First Name: [REDACTED]
 Customer Name: [REDACTED]
 Address: [REDACTED]
 : GUILD, TN
 Postal/Zip: [REDACTED]
 Phone#(res): [REDACTED]
 Phone#(bus): [REDACTED]
 Cell Phone: [REDACTED]
 ExtW Co: USP
 ExtW No: [REDACTED]
 Email: [REDACTED]
 Promised Date: 30 OCT 16
 Completed Date: 06 OCT 16
 Invoice#: [REDACTED]
 :

JOB 00 Warranty THOR MOTORIZED SERVICES
 JOB DESC
 NE - PAR SENT 10/7

	Job 00	Subtotal	Warranty
JOB 1 Internal - No Charge			
JOB DESC			
INSTALL 2 MCD STYLE SHADES			
***SIZE WAS TOO LARGE			
PARTS			
2 ea SHADE			-N/C-
EXTRAS		Subtotal Parts	-N/C-
FREIGHT/CRATE			-N/C-
		Subtotal Extras	-N/C-
	Job 1	Subtotal	-N/C-

JOB 2 Warranty THOR MOTORIZED SERVICES
 JOB DESC
 C/S 12V OUTLETS ON DASH INOP
 rEPALCED BLOWN 20 AMP FUSE
 LABOR

REPAIR ORDER

PAGE: 2

ST	STRAIGHT TIME	117	Warranty
ST	STRAIGHT TIME	117	Warranty
		Subtotal Labor	Warranty
		Job 2	Subtotal Warranty

JOB 3 Customer Pays

JOB DESC

CUSTOMER IS NOT ABLE TO GET SIRIUS WORKING ON HIS RADIO

***RADIO IS SET UP FOR SIRIUS BUT NO HARNESS FOR RADIO TO ANTENNA AND NO ANTENNA FOR SIRIUS

LABOR

ST	STRAIGHT TIME	117	\$64.50
ST	STRAIGHT TIME	121	\$133.50

EXTRAS

0503/4007186 SIRIUS XM

Subtotal Labor	\$198.00
	\$113.61
Subtotal Extras	\$113.61
Job 3	Subtotal \$311.61

JOB 4 Customer Pays

JOB DESC

C/S HIS BRAKES ARE SQUEAKING LOUDLY IN REVERSE

THIS IS NORMAL. NO ISSUES FOUND AT THIS TIME

Job 4	Subtotal	\$0.00
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JOB 5 Warranty THOR MOTORIZED SERVICES

JOB DESC

C/S LEVELING JACKS MADE A LOUD NOISE AND NOW THE INDICATOR LIGHT ON THE DASH WILL NOT GO OUT

COULDNT REPRODUCE ISSUE

LABOR

ST	STRAIGHT TIME	117	Warranty
----	---------------	-----	----------

Subtotal Labor	Warranty
Job 5	Subtotal Warranty

JOB 6 Warranty THOR MOTORIZED SERVICES

JOB DESC

Continued on Page 3

C/S AWNING ON PASSENGER SIDE AT REAR
WHEN ROLLED UP IS PULLING RAIL LOOSE
FROM THE SIDE OF THE COACH

RESECURED TRIM AND TOUCHED UP PAINT

LABOR

ST	STRAIGHT TIME		Warranty
		117	
		Subtotal Labor	Warranty
		Job 6	Subtotal Warranty

JOB 7 Internal - No Charge

JOB DESC

R*R FABRIC ON DRIVERS SIDE SLIDE TOPPER

EXTRAS

500 4022963 FABRIC

980907 4022963 SHIPPING

-N/C-
-N/C-

		Subtotal Extras	-N/C-
Job 7	Subtotal	-N/C-	

JOB TOTALS

COMMENTS:

7.8 CUSTOMER APPROVED \$430 TO INSTALL
MCD SHADES -CGS 7.19 INFORMED CUSTOMER
PARTS ARE IN -CGS 7.20 CUSTOMER DROPPED
UNIT BACK OFF AND ADDED JOBS 2-4 -CGS
8/29 CUST DROPPED OFF TODAY AND ADDED 2
MORE JOBS -JW- 9.9 INFORMED CUSTOMER
CAMPER HAS NOT BEEN PULLED INTO SHOP YET
-CGS

Labor	\$198.00
Sublet Repairs	\$0.00
Parts	\$0.00
Extras	\$113.61
SUBTOTAL	\$311.61
Sales Tax	\$28.83
Payments	\$340.44
TOTAL DUE	\$0.00

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 US
 37412
 423-892-8275

JOB WORK ORDER # [REDACTED]

WO Date: 18 NOV 16
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 Manufacturer: THOR MOTOR COACH
 Brand: PALAZZO
 Model: 36.1
 Length: 37'3"
 Serial#: [REDACTED]
 Chassis#: 4UZACJDT7FC [REDACTED]
 Miles/Hrs: 2610
 Purchased Date: 12 MAR 16
 Warranty Date: 12 MAR 16
 Date In: 18 NOV 16

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 Customer Name: [REDACTED]
 Address: [REDACTED]
 : GUILD, TN
 Postal/Zip: [REDACTED]
 Phone#(res): [REDACTED]
 Phone#(bus): [REDACTED]
 Cell Phone: [REDACTED]
 ExtW Co: USP
 ExtW No: [REDACTED]
 Email: [REDACTED]
 Promised Date: 30 DEC 16
 Completed Date: 05 DEC 16
 Invoice#: [REDACTED]

JOB 0 Customer Pays
 JOB DESC
 NO DATE GIVEN

Job 0 Subtotal \$0.00

JOB 1 Internal - No Charge
 JOB DESC

CUSTOMER STATES SLIDE TOPPER ON DRIVER
 SIDE SLIDE ROOM WAS DAMAGED & NOTED AT
 TIME OF DELIVERY
 *****COMPLETED*****

LABOR

ST	STRAIGHT TIME	117	-N/C-
----	---------------	-----	-------

Subtotal Labor -N/C-

Job 1 Subtotal -N/C-

JOB 2 Customer Pays
 JOB DESC

DELUXE WINTERIZE

COMPLETED

LABOR

ST	STRAIGHT TIME	117	\$151.58
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Subtotal Labor \$151.58

EXTRAS

57726 4076562 ANTIFREEZE	\$13.41
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57726 4085162 ANTIFREEZE

\$8.94

Subtotal Extras \$22.35

Job 2 Subtotal \$173.93

JOB 3 Customer Pays

JOB DESC

FILL LP

EXTRAS

975047 4085825 LP

\$28.90

Subtotal Extras \$28.90

Job 3 Subtotal \$28.90

JOB 4 Customer Pays

JOB DESC

12/21 CUSTOMER CAME BY AND INFORMED US HIS BATTERIES ON HIS COACH ARE DEAD AND THEY DO NOT SEEM TO BE CHARGING WHILE PLUGGED IN TO SHORE POWER OR HOLDING A CHARGE

Job 4 Subtotal \$0.00

JOB TOTALS

COMMENTS:

CALLLED CUSTOMER UNIT HAS BEEN WINTERIZED 11.22.16 BHH CUSTOMER CALLED & WANTS LP FILLED UP 11.28.16 BHH CALLED CUSTOMER UNIT IS FINISHED/CUSTOMER WILL PICK UP ON FRIDAY 12.1.16 BHH

Labor \$151.58
Sublet Repairs \$0.00
Parts \$0.00
Extras \$51.25

SUBTOTAL \$202.83

Sales Tax \$18.76
Payments \$221.59

TOTAL DUE \$0.00

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SIGNATURE OF OWNER

Nashville, TN.



Tennessee Division of Consumer Affairs
500 James Robertson Parkway / 12th Floor
Nashville, Tennessee 37243-0600

National Highway Traffic Safety Administration
(NHTSA)
400 7th S W
~~Room 5232~~
Washington, DC 20590

Defects
AM

