

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: [REDACTED] complaint
Date: Wednesday, May 10, 2017 9:15:49 AM
Attachments: [THOR WIPER LETTER.DOCX](#)
[REDACTED] [VOQ.pdf](#)

)

Sent: Wednesday, May 10, 2017 9:15 AM

Subject: FW: [REDACTED] complaint

please add the attached letter to VOQ 10984128, private and public repositories., per Larry Long's request.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 311

Date Received

05-MAY-2017

Repository

Reference No.
10984128

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City PLYMOUTH

State NH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1F66F5DY1G0 [REDACTED]

Make THOR

Model OUTLAW

Model Year 2016

Date Purchased
24-SEP-16

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

AUTOMATIC

Cruise Control

REAR WHEEL DRIVE

24-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 136300 VISIBILITY: WINDSHIELD WIPER/WASHER: LINKAGES

Failure Mileage
130

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

PLEASE SEE ATTACHED LETTER DESCRIBING WIPER FUNCTIONS AND DAMAGE DONE TO MY RV AS A RESULT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
[REDACTED]
Plymouth, NH [REDACTED]

RE: Windshield Wiper Malfunctions on my 2016 Thor Outlaw Class A Motorcoach

To Whom It May Concern,

I purchased the above named vehicle in September of 2016 from RV Connections in Panama City Florida and began driving it to my residence in NH. After driving for approximately 130 miles it began to rain. I turned on the wipers and within seconds the rain turned into a torrential downpour and the wipers malfunctioned. The passenger side wiper got hung up on the driver side wiper and wiper function was totally lost. I was travelling on a two lane State Highway with no shoulder, I couldn't see well enough to find a safe place to pull off and had everything I could do to stay on the road and in my lane. After about 9 or 10 white knuckled miles I was able to pull over and off the road safely until the rain stopped.

I continued driving until I found an exit, got off the highway and untangled the passenger side wiper. I adjusted it and tightened it down and resumed driving. Within 40 miles it happened again. I got off the highway and removed the passenger side wiper. The driver side wiper seemed to function ok with the passenger side wiper removed so I continued home. I brought the motorcoach to Camping World, an approved THOR dealer in Chichester, NH and explained what had happened. I also showed them the body damage that was done when the wiper malfunctioned. They said that they would fix the wiper issue. There were other items that needed to be addressed and parts that needed to be ordered etc. unrelated to the wiper so we were unable to pick up and or use the motorcoach until February 2017. We were told by the service department that they could not find an issue with the wiper system. That they reattached, adjusted and tightened the passenger side wiper. I looked at it and the wiper was back in place and everything was tightened down and seemed to be operational. I packed up and headed back to Florida. I encountered NO rain on my trip back to RV Connections in Panama City, Florida. When arriving at the dealership I explained to them what had happened with the wipers, showed them the body damage and asked them to check and see if there was a recall on them. They said that they checked their records and checked with THOR and that there was not. We were assured that the wipers were fine and functional.

I spent some time at campgrounds in the area while other work was done on the motorcoach. Mid April I started my drive back to NH and on April 17, 2017 while driving on an Interstate Highway, during a hard rain storm the wipers failed again! The passenger side wiper got "stuck" on the rubber seal between the windshield and the body and it jammed both wipers. There was an exit within 2 miles so I got off and called RV Connections in Panama City. They

were able to locate a Thor dealer a short distance away so I went there. They removed the passenger side wiper and I drove it home.

The Dealership where I bought it said there was nothing wrong and there was no recall. The local Dealership simply put the passenger wiper back on, adjusted it and tightened the wiper arm nuts. The unit is new and under warranty but they are not resolving the issue. I have been lucky TWICE that I haven't been in a SERIOUS accident due to the wiper failure. I have documentation to support everything I have stated at THREE different THOR dealerships to include the purchase location regarding the wiper malfunctions.

This afternoon, May 5, 2017 I called THOR directly and explained what had happened and asked them to verify that there was no recall. They stated that a recall had been placed on the 2016 units to include mine, EFFECTIVE THAT DAY, May 5, 2017. I also asked them what the required "fix" would be. They said it would be to RETORQUE the wiper nuts. So, now what? It's unsafe to drive and THOR has not provided a resolution to make it safe. This is totally unacceptable. Something needs to be done.