

NEFO10

GL-11002709-8801

JUN 28 2017

[REDACTED]
Crawfordville, FL [REDACTED]

June 17, 2017

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

Administrator

Nat'l. Highway Traffic Safety Admin.

1200 New Jersey Ave. SE

Washington, DC 20590

Dear Administrator:

This letter is in reference to a recall on our 2014 Thor Hurricane Motor Coach due to defective windshield wipers. We had already paid to have the problem fixed because Thor would not cover the problem when it occurred. Thor needs to reimburse us for a whole new wiper system. Our wipers locked up and failed in a very heavy rainstorm while driving through Birmingham, AL on our way home from a trip. We were in the inside line when such failure occurred and luckily we did get pulled over without hitting anyone or having them hit us due to no visibility with failed wipers. It was extremely scary and the whole wiper system broke due to the locking up

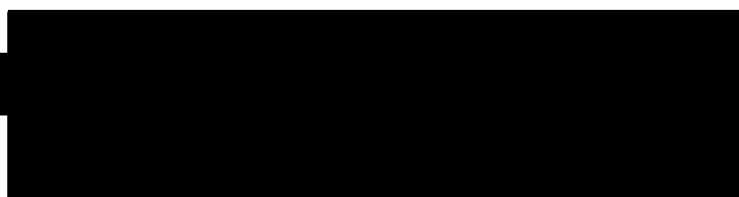
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failure. When we contacted Thor, they said the RV was out of warranty so they would not cover the cost of repairs. Also the Camping World dealership we purchased the RV from did nothing. They did poor work to fix things when RV was under warranty.

Now that Thor has issued a recall on the windshield wiper system, we sent copies our repair bill to them, but haven't heard anything. When the wipers lock up, they snap parts in the whole system making customer replace the entire system. Thor doesn't supply parts. A system failure can't be repaired by fixing two screws that were installed improperly. Also wonder how many people were severely injured or killed in crashes resulting from wiper failure in heavy rains. We were just lucky.

I'm enclosing copies of everything sent to Thor. Hopefully you can get them to rectify this problem. We paid a \$1065.45 repair bill to replace the defective system. That was Thor's fault, not ours.

Sincerely,

A large black rectangular redaction box covering the signature area.

[REDACTED]
Phone [REDACTED]

Email [REDACTED]



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**
 Safety Recall: 17V-162
 Safety Advisory: RC000131

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 1F66F5DY4E0 [REDACTED]

[REDACTED]

Crawfordville, FL [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thor Motor Coach (TMC) has decided that a defect which relates to motor vehicle safety exists in certain 2014 and 2015 Gas Class A motorhomes. As a result, TMC is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Reason for this recall

It has been decided that on certain 2014, 2015, & 2016 Gas Class A motorhomes, the windshield wiper systems may have been incorrectly installed and secured by TMC which would result in the wiper system being loose.

What we will do

TMC has contacted your selling dealer and has instructed them on how to inspect and, if needed, tighten the nut(s). This will be done at no cost to you the owner. The remedy should take approximately 10 minutes to perform.

What we need you to do

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed. If you have questions concerning this recall or if you need any assistance, 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**.

If after contacting TMC Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may 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 the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,
Thor Motor Coach

James Crosley
 Director of Customer Service
 cc: National Highway Traffic Safety Administration (NHTSA)



[REDACTED]
Crawfordville, FL [REDACTED]

Phone [REDACTED]

Email [REDACTED]

May 25, 2017

TMC Warranty/Service Dept.

PO Box 1486

Elkhart, IN 46515-1486

Dear Service Department:

Enclosed is a copy of the bill and repairs on our 2014 Thor Hurricane due to the faulty wiper system. As you can see, the problem of incorrectly installed screws messed up the entire wiper system. We had to pay \$1065.45 to repair the damaged system to get it working correctly and safely.

Please reimburse us for that amount.

Sincerely,
[REDACTED]



[REDACTED]
Crawfordville, FL [REDACTED]

5/14/2017

TMC Warranty/Service

Department

PO Box 1486

Elkhart, IN 46515-1486

Dear Thor Service Dept:

This letter is in response to the Safety Recall Notice 17V-162. Safety Advisory RV000131 that we just received.

We already had serious safety issues with improperly installed wiper system on our 2014 Thor Hurricane motor home. The entire system locked up in a heavy downpour on a trip in heavy city traffic, almost causing a VERY SERIOUS crash in September 2016.

As a result of shoddy installation of the wiper system,

heavy connecting brackets broke that come off the gear of the wiper motor and also bent several connecting rods that run the wipers.

We contacted Thor about the problem and were told they would not cover the repairs to wiper system because the coach was out of warranty. We also got no support from Camping World of Tallahassee. Makes one feel like once an RV is purchased, once the year warranty is up, nothing is covered even though it's a very serious safety issue.

In order to be safe while traveling, we had to have a whole new wiper system installed in our 2014 Thor Hurricane. I will enclose a copy of work done by our mechanic. He also tried contacting Thor to see if they would cover this severe safety issue and was also told no.

I really hope nobody was killed or seriously injured due to faulty installation of wiper system and the uncaring attitude about the faulty system.

I will also be sending a copy of this letter to the Administrator of National Highway Traffic Administration.

Sincerely,



CALLAWAY AUTO & TRUCK REPAIR, INC. *File*

1502 SHADEVILLE HWY
Crawfordville, FL 32327-0000
Phone: (850) 926-1039
Fax: (850) 926-1073
Email: SCALL715@AOL.COM

Invoice

Estimate Ref #: [REDACTED]
Date Printed: 05/15/2017
Printed Time: 9:35 am
[REDACTED]

Hat/Ref # CALLED

Time Promised:

[REDACTED] 2014 FORD-THOR/HURRICANE E-450 SUPER DUTY V10 6.8L 415CID FI GAS N S
Crawfordville, FL [REDACTED] VIN: 1F66F5DY4E [REDACTED] Date Written: 02/13/2017
License: [REDACTED] Mileage In: 22,055 Written By: MARK CALLAWAY
Unit #: [REDACTED] Mileage Out: 22,055 Save Old Parts: No
Cell: [REDACTED] Email: [REDACTED] DOM: 10/13

Job Name	Description	Qty	List	Extended
Job #1	REPAIR WIPER SYSTEM			
Labor GEN	Work Requested - REPAIR WIPER SYSTEM	3.00	\$80.00	\$240.00
Work Performed - FOUND RETAINING NUT LOOSE CAUSING DAMAGE TO ASSEMBLY. REPLACE WIPER ASSEMBLY.				
Part 0364865	SVC MODULE KIT W/MOTOR	1.00	\$582.45	\$582.45
Part YC2Z-13K359-B	SWITCH	1.00	\$163.79	\$163.79
A				

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.
 I REQUEST A WRITTEN ESTIMATE
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL
 I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED _____ DATE _____

**12 MONTHS/12,000 MILE WARRANTY WHICHEVER COMES FIRST
THIS REPAIR WILL ONLY FOLLOW THE MILEAGE AND TIMELINE OF THE ORIGINAL REPAIR. WARRANTIES ARE NOT EXTENDED BEYOND THE ORIGINAL ISSUED.**

CALLAWAY AUTO & TRUCK REPAIR, INC.

1502 SHADEVILLE HWY
Crawfordville, FL 32327-0000
Phone: (850) 926-1039
Fax: (850) 926-1073
Email: SCALL715@AOL.COM

Invoice

Estimate Ref #: [REDACTED]
Date Printed: 05/15/2017
Printed Time: 9:35 am
[REDACTED]

Hat/Ref # CALLED

Time Promised:

[REDACTED]
Crawfordville, FL [REDACTED]
Cell: [REDACTED]

Email:

2014 FORD-THOR/HURRICANE E-450 SUPER DUTY V10 6.8L 415CID FI GAS N S

VIN: 1F66F5DY4E [REDACTED]
License:
Unit #:

Mileage In: 22,055
Mileage Out: 22,055
DOM: 10/13

Date Written: 02/13/2017
Written By: MARK CALLAWAY
Save Old Parts: No

Payment Date	Type	Method	Amount
2/23/2017	Credit	Visa	1,065.45
Payment Totals:			\$1,065.45

Parts: \$746.24
Labor: \$240.00
Sublet: \$0.00
Misc: \$0.00
Hazmat: \$3.50
Supplies: \$6.00

Tax Total: \$69.71
Invoice Total: **\$1,065.45**
Less Paid: \$1,065.45
Balance Due: \$0.00

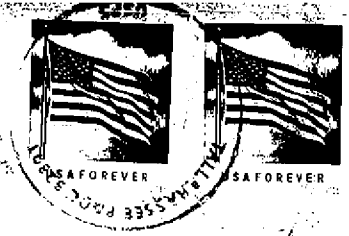
I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____

Date _____

Time _____

Crawfordville, FL



RE: Safety Recall
Thor Hurricane

Administrator
Nat'l. Highway Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590