



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

September 8, 2017

[REDACTED]
Crawfordville, FL [REDACTED]

Dear [REDACTED]

NEF-109
Ref. No. 11005709

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2014 Thor Hurricane motorhome.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. Owners may also report any dispute to NHTSA by contacting the U.S. Department of Transportation's (DOT) Vehicle Safety Hotline (Hotline) or by filing a complaint via the agency's Internet Web site.

Additionally, If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request for reimbursement. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

We have added a new feature to our web site that will allow consumers to search for open recalls by using their vehicle identification number (VIN). The free VIN look-up tool (<https://vinrcl.safercar.gov/vin/>), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. Then enter VIN into the VIN search box on our web site above. If you have any open recalls, you will know immediately.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement