

FEB 28 2018

NEF-010

Port St. Lucie, FL [REDACTED]

CL-11073492-1538

February 19, 2018

VIA OVERNIGHT - CERTIFIED MAIL

Thor Motor Coach
P.O. Box 1486
Elkhart, Indiana 46516

RE: Thor Miramar
VIN: 1F66F5DY7H0 [REDACTED]

Dear Sir/Madam:

As you know, our motor coach has been at the service department for well over 30 days. Pursuant to my letter to you dated February 5, 2018, there have been countless amounts of defects with this 2017 Thor Motor Coach that we have owned for less than one year. Your customer service representative, Jaime, informed me by phone that a floor was ordered and was being shipped to the service department at La Mesa.

In my last letter to you, I specifically asked to be present when a tech from your plant was at La Mesa to inspect our coach. When I went to La Mesa last week, I was told that your technician was at the service department, however, when I arrived, I was told he was not there. I again reiterated that I wanted to be present when an inspection was performed on my vehicle and I was assured that I would be advised when he was there. The very next day, I received a call from La Mesa as well as from your customer service representative, Jaime, to advise that the technician had begun disassembling our coach and determined that the damage was too far beyond repairing simply by replacing the floor. I was never given the opportunity to inspect the vehicle with your representative and you proceeded to take our coach apart without us being present.

Your representative, Jaime, has advised that there are two options now, one which would be to order "a massive parts order and send them down to La Mesa in a freight truck" and attempt to make the repairs onsite or "send the coach back up to the Thor plant in Indiana" so the repairs could be done directly at the plant.

I have asked THOR and La Mesa, what the damages are and no one seems to want to answer my questions. I am told you do not know what the extent of the damage is, yet you contend that the damage will require a "massive" parts order. I have asked multiple times for a work order and you have refused to provide me with the same. It is not lawful to withhold a work order and I am hereby requesting yet again that you provide me with a detailed explanation of any work that you believe must be performed.

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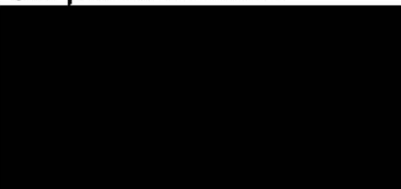
As our most recent focus has been primarily the issue of the frame of the sidewalls and extensive damage that is apparent, there are many-many other issues with the coach that I must insist be addressed as well. As indicated in my prior letter, we have had issues with the hydraulic jacks which were leaking oil. The work was performed at La Mesa's service department and yet again, no paperwork such as a work order was given to me despite me asking for a copy of same. We called Thor customer service again to advise that the hydraulic jacks were still not functioning properly and we were told it likely just needed to be re-calibrated.

I am attaching a list of items that are defective with this unit. As I have stated in my initial letter, there have been several problems with this coach since the date it was purchased. There seems to be a continued pattern of not providing work orders for work that needs to be completed or any concerns that we have discussed with Thor and/or its affiliates, service departments, representatives and staff. I continue to ask for detailed explanations but you are refusing to provide us with this written documentation.

My husband and I do not consent to your taking our coach outside of Florida to the Thor plant. We do not want needless miles placed on our coach as we have very minimal miles on the unit as it is. In addition, we do not have knowledge of what work is being done or what work is suggested to make repairs to this coach. As your representative has already begun the process of disassembling our coach, I do not believe it would be prudent to have it removed from the present location.

Please accept the attached Motor Vehicle Defect Notification along with the list of defective items that are present. We are extremely concerned for our safety in this motor coach. Thor and/or its representatives and staff have already begun to take the coach apart and disassemble portions of the same causing further damage inside and outside of the unit. I would request that Thor purchase this motor coach back and provide a full refund as it is defective under Florida's Lemon Laws.

Kindly contact me at your earliest opportunity to discuss how we can proceed to collect our personal items.



Cc: Office of the Attorney General
Ford Motor Company
NHTSA

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☐ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:



The vehicle has been out of service at least 15 days to repair one or more substantial defects.



3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) SEE ATTACHED LIST. COACH has been in
Service over 30 DAYS.

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Miramar Model Thor Motor Coach Year 2017

VIN 1F1616F5D1Y7H10 Date of Delivery 4/14/2017

Name and City/State of selling dealer or leasing company (if applicable)

LA MESA RV CENTER

Name and City/State of authorized service agent(s) attempting previous repairs: LA MESA RV CENTER

Consumer

Address

Pont St Lucie FL

Home phone

Work phone

Signature

Date Mailed

February 19 2018

- 1) Leveling Jacks do not function properly and have previously been brought in for service as oil was leaking. Service department refused to provide work order upon the repair and said an O-ring was the problem. No paperwork was ever provided. Jacks still do not function properly.
- 2) Sidewalls frame and full wall slide frame coming apart and metal is separating.
- 3) The entire full wall slide is sagging and some locker doors cannot be opened. Some that are able to be opened have paint that is being rubbed and scratched due to sagging full wall slide
- 4) Mechanics of slide do not function properly, stalls while trying to open and you can hear wood cracking sounds when it is being opened.
- 5) Water is leaking from top and sides of slide causing water damage to walls, wallpaper, fabric on cornice, flooring, and water pools under driver's gas and breaking pedals.
- 6) Floor is rotting from water damage
- 7) Ladder on rear is not secured properly and wobbles when trying to climb up rungs.
- 8) Frame over dining area window is not sealed properly and water leaks through closed window
- 9) Awning over full wall slide is not functioning properly.
- 10) End-caps and molding on interior and exterior of full wall slide is damaged and coming apart, damaging paint.
- 11) Pantry doorknob placed in wrong spot such that it struck the television screen causing it to blow out tv screen and become damaged beyond repair. New TV had to be purchased.
- 12) Flooring is coming up in various parts of the motor coach including under driver gas/break pedals, dining area, bedroom, bathroom.
- 13) Mold is forming in areas where water damage has occurred.
- 14) Entry door is not functioning properly and is not closing properly such that it does not lock correctly causing door to come open.
- 15) Door lock to entry behind passenger front is not functioning and coming apart.

- 16) Driver's seat is not stable and moves out of position while driving.
- 17) Propane heater is overheating under cabinet directly near oven/stove which is a fire hazard.
- 18) Power dropdown bed motor and assembly does not function properly.
- 19) Storage lockers leak, water pools inside.
- 20) Cup holders coming apart.
- 21) Shower liner is pulling apart from wall.
- 22) Recalls exist on the motor and fire extinguisher.
- 23) Cabinet wall is bowed outward, damage to wallpaper.
- 24) Multiple missing screws and screw caps through the unit.
- 25) Storage drawer under dining room seat not functioning properly.
- 26) Water comes in over the top of the slide in an area where electricity runs to light fixtures.
- 27) AC unit in bedroom is not functioning properly and seems to be installed crooked such that water can leak into this area.
- 28) Entire interior wall is coming apart with visible gap between wall and ceiling area.
- 29) Wipers do not function properly, visibility issues.
- 30) Locker door latches do not work properly and have opened while in motion.
- 31) Hood latches/locks do not work properly and have come opened while stationary and in motion.
- 32) Rust at seams of stovetop. We asked that this be addressed when we first got the unit and problem remains. No repairs made.

Port St. Lucie, FL



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NHTSA Administrator
1200 New Jersey Avenue, SE
Washington, DC 20590

20590-

Department of Transportation

To: W41- 306
Location Code: DOT
Cost Center: 4 West
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Sender:
Manufacturer:
Purchase Order:

DOT



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SECURITY MAIL