

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: VOQ #11104409  
**Date:** Friday, July 06, 2018 7:46:51 AM

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**From:** Harrison, Jonathan (NHTSA)

**Sent:** Thursday, July 05, 2018 9:51 AM

**Subject:** VOQ #11104409

Please add this email chain to VOQ #11104409 into public repository.

Thank You,

Jon Harrison

**From:** [REDACTED]  
**Sent:** Wednesday, July 04, 2018 3:13 PM  
**To:** Harrison, Jonathan (NHTSA) <[jonathan.harrison@dot.gov](mailto:jonathan.harrison@dot.gov)>  
**Subject:** Fwd: Response customer care form 1F66F5DY5F0 [REDACTED] [REDACTED]

-----Original Message-----

**From:** Andrea M. Hans <[amhans@tmcrv.com](mailto:amhans@tmcrv.com)>  
**To:** [REDACTED]  
**Sent:** Mon, Jun 18, 2018 7:51 am  
**Subject:** RE: Response customer care form 1F66F5DY5F0 [REDACTED]

[REDACTED]

If you wish to get a new ladder we recommend to contact Total Value RV (877)262-4460. Your coach is out of warranty there isn't anything out warranty department will be able to do. We apologize for the inconvenience.

Thank you,

**Andrea Hans**

Customer Service/Tech Support/Warranty

**Thor Motor Coach, Inc.**

606 Nelsons Parkway

Wakarusa, IN 46573

P.O. Box 1486

Elkhart, IN 46515

**Phone: (877) 855-2617**

**Direct: (574) 584-2617**

**Fax: (574) 294-3618**

**E-mail: [amhans@tmcrv.com](mailto:amhans@tmcrv.com)**

**From:** [REDACTED] >

**Sent:** Friday, June 15, 2018 4:29 PM

**To:** Andrea M. Hans <[amhans@tmcrv.com](mailto:amhans@tmcrv.com)>

**Subject:** Re: Response customer care form 1F66F5DY5F0 [REDACTED] [REDACTED]

Are you kidding me this part was defective. The ladder you have on the back breaks almost killing me and if i wouldnt have gotten off before it broke completely who knows how bad I would have been hurt. I dont weigh more than 220lbs. The ladder should support upto 300 I would think. The RV is only 2 years old. How much is that Ladder suppose to support? Thor needs to replace it and should recall all RV's with that type of Ladder before someone kills themselfe. If you do not replace it I will be contacting an attorney to sue Thor for distributing defective and unsafe materials. Inaddition I will spread the story about this defective part online and with the local news outlets.

I know this sounds extreme, but the ladder is a threat to anyone who gets on it and weighs over 200 lbs. There is no warning label either warning people that the ladder cannot support anyone over 200lbs and who knows mybe it is 150lbs.

Please do whats right and pay to have a new ladder installed.

[REDACTED]

-----Original Message-----

**From:** Andrea M. Hans <[amhans@tmcrv.com](mailto:amhans@tmcrv.com)>

**To:** [REDACTED] >

**Sent:** Fri, Jun 15, 2018 2:32 pm

**Subject:** RE: Response customer care form 1F66F5DY5F0 [REDACTED] [REDACTED]

[REDACTED]

Unfortunately, your warranty has been up since 8/13/17. Warranty will not reimburse for this. Please let me know if you have any questions, comments, or concerns.

Thank you,

**Andrea Hans**

Customer Service/Tech Support/Warranty

**Thor Motor Coach, Inc.**

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Wakarusa, IN 46573

P.O. Box 1486

Elkhart, IN 46515

**Phone: (877) 855-2617**

**Fax: (574) 294-3618**

**From:** [REDACTED]

**Sent:** Friday, June 15, 2018 1:31 PM

**To:** Andrea M. Hans <[amhans@tmcrv.com](mailto:amhans@tmcrv.com)>

**Subject:** Re: Response customer care form 1F66F5DY5F0 [REDACTED] [REDACTED]

Can you please state in your email that Thor will pay for it. If you need pictures or anything else let me know.

I will have to get it done later we leave on vacation next week

[REDACTED]

-----Original Message-----

**From:** Andrea M. Hans <[amhans@tmcrv.com](mailto:amhans@tmcrv.com)>

**To:** [REDACTED]

**Sent:** Fri, Jun 15, 2018 11:48 am

**Subject:** Response customer care form 1F66F5DY5F0 [REDACTED] [REDACTED]

[REDACTED],

You are more than welcome to go to a dealer and get that taken care of at a dealer. Below is our Thor Motor Coach website to help you locate a repair location nearest you! Please let me know if you have any questions, comments, or concerns.

[REDACTED]

Thank you,

**Andrea Hans**

Customer Service/Tech Support/Warranty

**Thor Motor Coach, Inc.**

606 Nelsons Parkway

Wakarusa, IN 46573

P.O. Box 1486

Elkhart, IN 46515

**Phone: (877) 855-2617**

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**E-mail: [amhans@tmcrv.com](mailto:amhans@tmcrv.com)**

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Your Vehicle Owner's Questionnaire #VOQ #11104409  
**Date:** Friday, July 06, 2018 7:50:06 AM

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**From:** Harrison, Jonathan (NHTSA)

**Sent:** Thursday, July 05, 2018 9:56 AM

**Subject:** FW: Your Vehicle Owner's Questionnaire #VOQ #11104409

Please add this to VOQ #11104409 into public repository.

Thank You Very Much,

Jon Harrison

**From:** [REDACTED]  
**Sent:** Monday, July 02, 2018 8:39 PM  
**To:** Harrison, Jonathan (NHTSA) <[jonathan.harrison@dot.gov](mailto:jonathan.harrison@dot.gov)>  
**Subject:** Re: Your Vehicle Owner's Questionnaire #VOQ #11104409

| VOQ #11104409

| pictures are attached

| The Thor Manufacture said I should take it to a dealer for repair but they would not pay. I have the email with her response.

| I will forward their emails

| you can share the VIN # with them

| you can store them anyway you want.

-----Original Message-----

From: Harrison, Jonathan (NHTSA) (NHTSA) <[jonathan.harrison@dot.gov](mailto:jonathan.harrison@dot.gov)>  
To: [REDACTED]  
Sent: Wed, Jun 27, 2018 2:15 pm  
Subject: RE: Your Vehicle Owner's Questionnaire #11104409

Thank you.

Please remember to answer all questions. #s 4 and 5 are important, too.

Jon Harrison

**From:** [REDACTED]  
**Sent:** Wednesday, June 27, 2018 3:10 PM  
**To:** Harrison, Jonathan (NHTSA) <[jonathan.harrison@dot.gov](mailto:jonathan.harrison@dot.gov)>  
**Subject:** Re: Your Vehicle Owner's Questionnaire #11104409

I will take some pictures and send them to you and I can send emails between me and the companies customer service representative.

I will get them to you tomorrow I have a busy schedule today. I am glad to hear back. This defective product is a major accident waiting to happen. When I checked the companies blog page there were others who experienced the same thing.

[REDACTED]

-----Original Message-----

From: Harrison, Jonathan (NHTSA) (NHTSA) <[jonathan.harrison@dot.gov](mailto:jonathan.harrison@dot.gov)>  
To: [REDACTED]  
Sent: Wed, Jun 27, 2018 7:23 am  
Subject: Your Vehicle Owner's Questionnaire #11104409

Good morning,

I am entering your VOQ into our system and I have a few questions about it.

1. Do you have any pictures of this ladder and these loose screws?
2. Have you been in contact with the manufacturer or any repair shops for this concern?
3. Would you be able to send along any correspondence you've had with the manufacturer or repair shops regarding this problem
4. If I need to contact the manufacturer, may I share your VIN with them?
5. Any submissions from you can be stored in either this agencies' internal, non-public, files or stored in our publicly-accessible database at [safercar.gov](http://safercar.gov). Do you wish for these to be stored publicly or internally?
6. Please include the VOQ #11104409 in the headline of all email replies to this office.

Thank You.

Jon Harrison  
**Safety Defects Specialist**  
**Medium and Heavy Duty Vehicles Division**  
Office of Defects Investigation

National Highway Traffic Safety Administration  
NEF-106, Rm W45-223  
1200 New Jersey Ave. SE.  
Washington DC 20590  
202-366-8833

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WINDSPORT



