

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 6/16/2018

Incident Details

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Report Submitted Date: 6/16/2018

Who You Are: Consumer

Incident Description: I own a 2016 Thor windsport RV and went to access the roof of the RV using the Ladder on the rear of the unit. It is there to give access to the roof.

Upon climbing up I heard a noise and didnt think much of it. When I was coming down I heard more noise and noticed the screws holding the ladder to the RV were coming out. When I got to the bottom it was worse than I thought. The ladder was definitely seperating from the RV. The tubes holding it to the RV were bent also. I was so close to this ladder falling off while I was on it. ( I have pictures )

I asked the company and they stated my warranty had expired. They showed no concern about my safety or how this product is defective. I only weigh 220lbs. If nothing else there should be a sticker on the ladder warning people about the weight limit or something. This is an accident that will happen and could be deadly.

If you check Thor's [REDACTED] there are others who state the same thing.

Incident Date: 6/11/2018

Incident Location: Home/Apartment/Condominium - [REDACTED] Shakopee, Minnesota, [REDACTED], United States This is my home address

Victim Details

First Name:

Last Name:

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

My Relationship to Victim: No Relationship

Gender: Male

Age when incident occurred: [REDACTED] Years

Address:

E-mail:

Phone Number:

Product Details

Product Description: 2016 Thor windsport RV

Product Sports and Recreation  
Category:

Product Type: Other

Brand Name: THor

Manufacturer / Thor Motorhome  
Importer /  
Private Labeler  
Name:

Model Name or  
Number:

Serial Number:

Date  
Manufactured:

Manufacturer  
Date Code:

Manufacturer 701 County Road 15 Elkhart, Indiana 46516, Elkhart, Indiana, 46516  
Address:

Manufacturer Thormotorcoach.com  
Website URL:

Manufacturer (877) 855-2867  
Phone Number:

Retailer:

Retailer State:

#### Additional Details

Purchase Date:

I still have the Yes  
product in my  
possession.

The product No  
was damaged  
before the  
incident.

The product No  
was modified  
before the  
incident.

Have you Yes  
contacted the  
manufacturer?

If not, do you N/A  
plan to contact  
them?

Explanation: I emailed them they simply said they could point me to a dealer but not pay for the repair

#### Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

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Address: [REDACTED], Shakopee, Minnesota, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146