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July 19, 2018

Mr. Larry Long
Safety Defects Investigator
Medium and Heavy Duty Vehicles Division
Office of Defects Investigation
National Highway Traffic Safety Administration NEF-140, Rm W48-214
1200 New Jersey Ave SE
Washington D.C. 20590

Dear Mr. Long,

We own a 2013 Thor Hurricane Motorcoach and while traveling in Missouri in August 2017 the windshield wipers suddenly stopped working during a rain storm. We had to immediately pull over. We were traveling across country and waited until we returned home weeks later to have it repaired. We did not have use of any wipers during this cross country trip. We learned that Thor Motor Coach had a recall on windshield wiper problems for other years, but not the year 2013.

We have spent over \$800 trying to repair the mechanism on the wipers with two reputable dealers here in South Carolina. Now we have been told the motor on the wipers is causing an electrical problem and needs to be replaced. Our repair company has been trying to get in touch with Thor to get the motor part but has had no response.

Our wiper problem is the same problem other owners have experienced with other manufacturing years. Please investigate this Thor manufacturing defect on the 2013 Hurricane wipers. The safety of many owners, including our family, is important.

Sincerely,

[REDACTED]

[REDACTED]

Piedmont, SC [REDACTED]

[REDACTED]

Piedmont SC

GREENVILLE SC 296

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