

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Ref #11113788 Additional information included
Date: Monday, August 13, 2018 9:29:33 AM
Attachments: [filename-1.pdf](#)

From: DataQuality, DataQuality (NHTSA)

Sent: Monday, August 13, 2018 9:22 AM

Subject: FW: Ref #11113788 Additional information included

Questionnaire

From: [REDACTED]

Sent: Saturday, August 11, 2018 12:14 PM

To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>

Subject: Ref #11113788 Additional information included

We have included current invoices and vehicle information to this complaint.

[REDACTED]

Sent from my iPad



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 311

Date Received

24-JUL-2018

Repository ☐

Reference No.
11113788

OWNER INFORMATION (Type or Print)

Name

Address

City

PIEDMONT

State SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

THOR

Model

HURRICANE

Model Year

2013

Date Purchased

March 2014

Dealer's Name and Telephone Number

Camelot World

Engine:

No. Cylinders

Fuel Type:

Original Owner



Dealer's City

Hendersonville

State

NC

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

3

Incident Date(s)

01-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 136300 VISIBILITY: WINDSHIELD WIPER/WASHER: LINKAGES

Failure Mileage

11,500

Failure Speed

55 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING CROSS COUNTRY WE EXPERIENCED A COMPLETE FAILURE OF THE WIPERS DURING A HARD RAIN. THE WIPERS DROPPED OFF THE WINDSHIELD BUT WE WERE ABLE TO PULL OVER AND RESET THEM. ONCE WE STARTED BACK ONTO THE ROAD, THEY FAILED AGAIN. WE ENDED UP DRIVING TO THE CAMPSITE WITH NO WIPERS. WE HAD A MECHANIC COME TO LOOK AT THE PROBLEM AND WAS TOLD IT NEEDED A COMPLETE ASSEMBLY. WE DECIDED TO WAIT TILL WE GOT HOME BEFORE HAVING THE WIPERS REPAIRED. WHEN HOME, WE WENT TO A THOR DEALER WHO INFORMED US THERE WAS NO RECALL ON THIS PROBLEM ON OUR MODEL AND WE PAID \$300.00 TO HAVE THE WIPERS FIXED. THAT REPAIR WORKED FOR A SHORT PERIOD OF TIME BEFORE IT FAILED AGAIN JUST LIKE THE FIRST TIME. WE NOW HAVE IT AT AN INDEPENDENT SHOP TO HAVE THE WIPERS REPAIRED. THE MECHANIC THERE ALSO INFORMED US THE WIPERS WILL NOT SHUT OFF WHEN TURNING THE SWITCH OFF. HE HAS CONTACTED THOR BUT THEY WILL NOT ASSIST IN PROVIDING PARTS OR TECHNICAL SUPPORT

Current invoices Attached, waiting on final invoice from independent shop (K&K)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Karolina Koaches Inc

601 Shiloh Rd

Piedmont SC 29673

864-845-1462

864-845-1463 Fax

Invoice No.



9/20/2017



PAID

Name:	
Address:	
	Piedmont Sc
Phone:	
Email:	

Year:	2013
Make:	Thor
Model:	Hurricane

Work Completed	Qty	Price
Labor to replace the hydraulic hose	1	\$ 250.00
Parts- Hydraulic line and fittings	1	\$ 92.21
Labor to repair the wiper linkage	1	\$ 187.50
Weld the wiper transmission linkage	1	\$ 125.00

SubTotal	\$	654.71
Tax		\$5.53
Total	\$	660.24

K & K Trucks, LLC
108 ELROD RD
Piedmont, SC. 29673
Phone: 864-845-6079 Fax: 864-845-5618

INVOICE

INVOICE

Date: 06/18/2018

2013 Ford - Hurricane - V10

Lic #

Odometer In : 17595

Cellular

VIN # : 1F65F5DY5 D0

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
Bolt/F/W 2 Stainless LAG Shop Supplies	1.00	4.29	4.29	Machine shop	25.00
			6.00	Repair Windshield Wipers- Not braced off, assembly flexing	300.00

found wiper lever- motor to wiper transmission bent, had been welded prior, was welded off center, ordered part from Thor, came in wrong, they are trying to locate correct part, took lever to machine shop, cut and reweld lever, reassemble, and install 2 lag bolts into wood and metal brace. No movement in assembly, spray windshield with water and run wipers. Both in sync, will still install new lever if it comes in.

PAID
6-18-18

Org. Estimate 335.59 Revisions 0.00 Current Estimate 335.59

Labor:	300.00
Parts:	10.29
Sublet:	25.00
SubTotal:	335.29
Tax:	0.30
Total:	335.59
Bal Due:	\$335.59

[Payments -]

Vehicle Received: 6/18/2018

Customer Number : 315

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 90 DAYS. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____