

AUG 15 2018

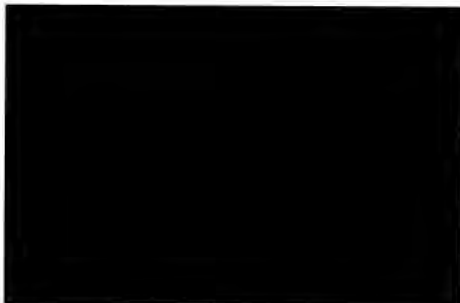
CL-11121388-2133

Thank you for the recall notice. I am the owner of a 2014 Windsport. This June we drove from Pennsylvania to Illinois and Wisconsin. On day two of the trip, we encountered a serious rain storm. The wiper on the driver's side was not as strong as expected. We stopped and tightened the nut at a rest stop. Getting back on the road, the rain got harder and as we drove on. We had to make an emergency exit as the wiper began getting weaker. While finding a place to pull off, the wiper arm just fell away from the windshield. During a downpour we removed the wiper arm completely. In order to make it to our destination, we moved the wiper arm from the passenger side and installed it on the driver's side.

We spent the next six days trying to get another wiper arm or secure a new spring and critical C clip. Three RV service centers, two truck stops and two auto supply stores. Everyone was super helpful and tried hard to accommodate. Being on the road it wasn't possible to have a part ordered and shipped a week later. Being in Illinois and returning to Pennsylvania, we planned to stop in Elkart to just pick up a new arm.

Knowing full well that we could easily stop at the home base of Thor, we called to make arrangements to pick up a new arm. The first phone call resulted in being redirected to a local parts dealer. Once again frustration. The super nice people at the parts supply place reported that they could easily have the part by Monday since it was Friday at 10am. Knowing that we would be home by Monday, I had to pass and try again. Another call to Thor but this time I was so sick of this stuff and determined to get what was needed. A lovely woman answered the phone and patiently waited for me to go on and on about the ordeal of the wiper blade. Much to my surprise, she agreed that we couldn't keep driving around with one wiper blade. "Yes, stop in and pick up a new wiper arm", she said. Full of gratitude and armed with my debit card, I eagerly tracked down the woman on the phone. Within minutes we were back on the road with a no cost wiper arm stowed in storage. Later that night at a rest stop we rearranged the arms and safely drove home with washer fluid and a clear field of vision. I can't thank the woman in the peach shirt enough!

Most importantly, I want to emphasize how it may be the screw that loosens on the wiper arms, but the springs that secure the arm on the windshield is weak as well. I removed the original arm and put it back on the passenger side and fixed the new arm on the driver's side because the tensile strength of the new arm was substantially stronger than the original. I would consider replacing both the spring and the nut to ensure no one else ends up in the same situation as we did in the middle of a storm. Thank you for your time. BTW - I love my Windsport!



NAM
8-16-18
LD



**RECREATIONAL VEHICLE
2nd SAFETY RECALL NOTICE**

Safety Recall: 17V-162

Safety Advisory: RC000131

June 20, 2018

IMPORTANT SAFETY RECALL – 2nd Notice

This notice applies to your vehicle: 1F65F5DY4E0 [REDACTED]

*****AUTO**MIXED AADC 275

T3 P1
00001818

[REDACTED]
PINEVILLE PA [REDACTED]



Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thor Motor Coach (TMC) has decided that a defect which relates to motor vehicle safety exists in certain 2014 and 2015 Gas Class A motorhomes. As a result, TMC is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

It has been decided that on certain 2014, 2015, & 2016 Gas Class A motorhomes, the windshield wiper systems may have been incorrectly installed and secured by TMC which would result in the wiper system being loose.

***What we
will do***

TMC has contacted your selling dealer and has instructed them on how to inspect and, if needed, tighten the nut(s). This will be done at no cost to you the owner. The remedy should take approximately 10 minutes to perform.

***What we need
you to do***

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed.. If you have questions concerning this recall or if you need any assistance, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, or by phone at 877-855-2867.

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from TMC by contacting the **TMC Warranty/Service Department**.

If after contacting TMC Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,
Thor Motor Coach

Celina Tyler
Consumer Affairs Manager
cc: National Highway Traffic Safety Administration (NHTSA)



2nd Notification

[Redacted]
Pineville, PA [Redacted]
[Redacted]

PHILADELPHIA PA 190

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Administrator
National Highway Traffic
Safety Administration
1200 New Jersey Ave. SE.
Washington, D.C. 20590

20590-

