

 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 100148	
				Date Received MAR 03 2020 02-OCT-2019	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City RANCHO MURIETA State CA Zip Code [REDACTED]				Repository ☐ Reference No. 11265710	
				Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED] E-mail Address [REDACTED]	
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 1F65F5DY8G [REDACTED]			Make THOR		Model ACE
Date Purchased 5/10/2019		Dealer's Name and Telephone Number Cordelia RV Center		Engine: No: Cylinders 10	Fuel Type: Gas
Original Owner ☐		Dealer's City Fairfield		State CA	Zip Code 94534
Transmission Type auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain REAR WHEEL DRIVE	
			Multiple Failure: 1		Incident Date(s) 28-SEP-2019
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH				Failure Mileage 31000	
Failure Speed					
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 0	
				Number of Deaths 0	
				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).					
TL* THE CONTACT OWNS A 2016 FORD F-53. THE CONTACT STATED THAT THE ENTRY DOOR LATCH MECHANISM FAILED TO LOCK THE RV DOOR. THE CONTACT WAS UNABLE TO ENTER THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT ASSIST. THE APPROXIMATE FAILURE MILEAGE WAS 31,000. *DT*JB <i>Locked us out, pieces broken in lock.</i>					
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.					

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

We were locked out of the RV do to faulty latch/lock. Fortunately, the driver window was open & I had a chair which enabled me to climb into the coach. When unscrewing the cover plate broken pieces fell out. By further dismantling I was able to open so my wife could enter. I used the dead bolt to get us home. The rear exit is for exit which would not help in this situation. This is very dangerous and a simple fix. We have replaced the complete lock.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

From: [REDACTED]
Subject: Request [REDACTED] Lock Plunger complaint
Date: October 11, 2019 at 11:38 AM
To: jonathan.harrison@dot.gov

H

Hi Jonathan,
Thank you for your call to me. Here is the information you requested.
I am forwarding pictures and email communication from the manufacturer.

[REDACTED]

National Highway Traffic Safety Administration
ODJ [REDACTED]
RE: Request [REDACTED] Complaint

Safety Complaint on Thor Ace 29.3 Motorhome defective entry door latch ext plunger mfg. by
Timark Corp. Part #80-1650 series exterior handle.

I am reporting a very important safety hazard we encountered on September 27, 2018. My wife and I had just closed our 2017 Thor Ace door on our RV to say goodbye to a friend. When my wife returned to open the door it would not open. We didn't know what we were going to do. Our phones were inside since we were just stepping out for a few minutes so could not call anyone. We were at a county RV park so no staff was readily available.

We remembered we had the drivers window open slightly so with a camp chair and stool placed on top, I slid the window open farther, was able to grab a pillow to cushion the sharpness of the window opening. Pulling up as hard as I could, I was able to get inside. My wife was outside freezing with no way to get her inside. Once I was inside I could give her a jacket.

The door just would NOT OPEN. My wife handed me a tool box through the window at which time I took off the cover plate and broken pieces came flying out. I had to disassemble the lock from the inside to release the plunger which was in two pieces. We had tried to call a locksmith but none available to get into the RV. He wouldn't have been able to get to it from the outside anyway. What I discovered was a defective plunger that was made out of POT METAL and not steel.

I was able to close the door with the deadbolt so we could take care of the problem when we returned home.

If the following had not worked in our favor we would have been locked out in the cold with no cell phones or worse no cell service and maybe in an area with no one around.

1. The driver window was unlatched and cracked open.
2. I had a fold-up stool to put on the chair and my wife to hold it steady.
3. I was tall enough and strong enough to boost myself up into the window.
4. I had tools and the mechanical ability to get the door open, and be able to use the dead bolt to keep it closed traveling home.

Had this been a medical emergency, I hate to think of what could have happened. The window exit would not have helped in this instance because we were locked out and would not have been able to climb into that window. From inside with the slide out retracted you would have to drag someone across the bed to get to the window.

With some investigating RV Forums I found out that this is a known failure part with this particular lock and has left many people either locked out or locked in their RV's and have had to call 911.

I contacted Timark Corp. about the problem and received an email from Abby Lechtenberg. She gave me the part #28412-13 that has an upgraded steel plunger but are not honoring the fact that they had a defective part and want to charge me \$143.12 plus shipping to get the replacement. This would not count the labor if I was not able to install. I am forwarding the email conversation. My warranty from Thor does not cover this but needs to be placed on a recall to hold Thor and the Lock manufacturer responsible.

Please keep me posted. I need to replace this plunger!

[REDACTED]

National Highway Traffic Safety Administration
ODI#11265710
RE: Request # [REDACTED] Complaint

Safety Complaint on Thor Ace 29.3 Motorhome defective entry door latch set plunger mfg. by Trimark Corp. Part #60-1650 series exterior handle.

I am reporting a very important safety hazard we encountered on September 27, 2019. My wife and I had just closed our 2017 Thor Ace door on our RV to say goodbye to a friend. When my wife returned to open the door it would not open. We didn't know what we were going to do. Our phones were inside since we were just stepping out for a few minutes so could not call anyone. We were at a county RV park so no staff was readily available.

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Please keep me posted. I need to replace this plunger!

[REDACTED]

Final Details for Order # [REDACTED]

[Print this page for your records.](#)

Order Placed: October 17, 2019

Amazon.com order number: [REDACTED]

Order Total: \$104.52

Shipped on October 17, 2019

Items Ordered

1 of: TriMark 601650 Door Handle, Black

Sold by: RV and Auto Parts ([seller profile](#))

Condition: New

Price

\$97.00

Shipping Address:

[REDACTED]
Rancho Murieta, ca [REDACTED]
United States

Shipping Speed:

Two-Day Shipping

Payment information

Payment Method:

Visa | Last digits: [REDACTED]

Item(s) Subtotal: \$97.00

Shipping & Handling: \$0.00

Billing address

[REDACTED]
Rancho Murieta, ca [REDACTED]
United States

Total before tax: \$97.00

Estimated tax to be collected: \$7.52

Grand Total: \$104.52

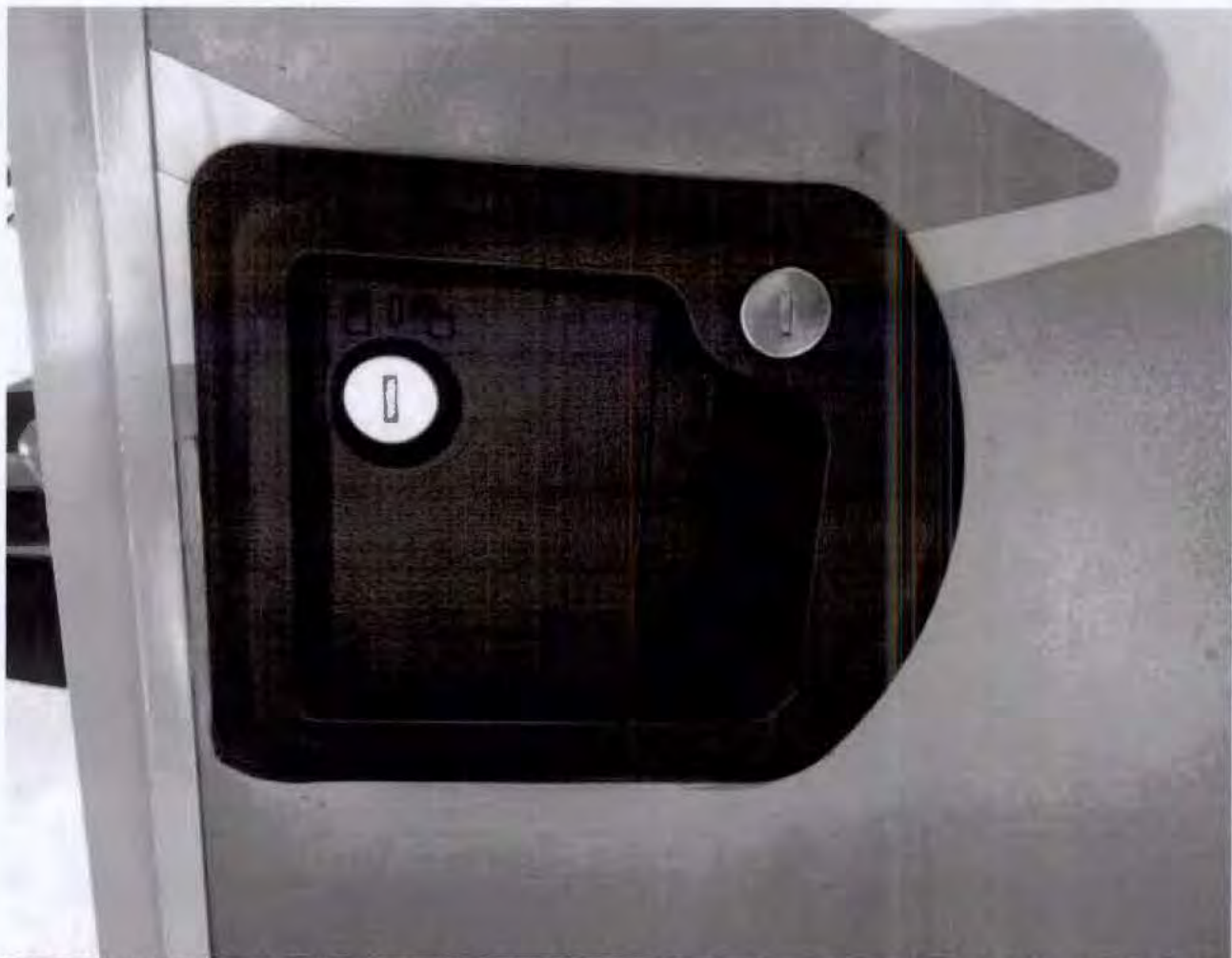
Credit Card transactions

Visa ending in [REDACTED] October 17, 2019: \$104.52

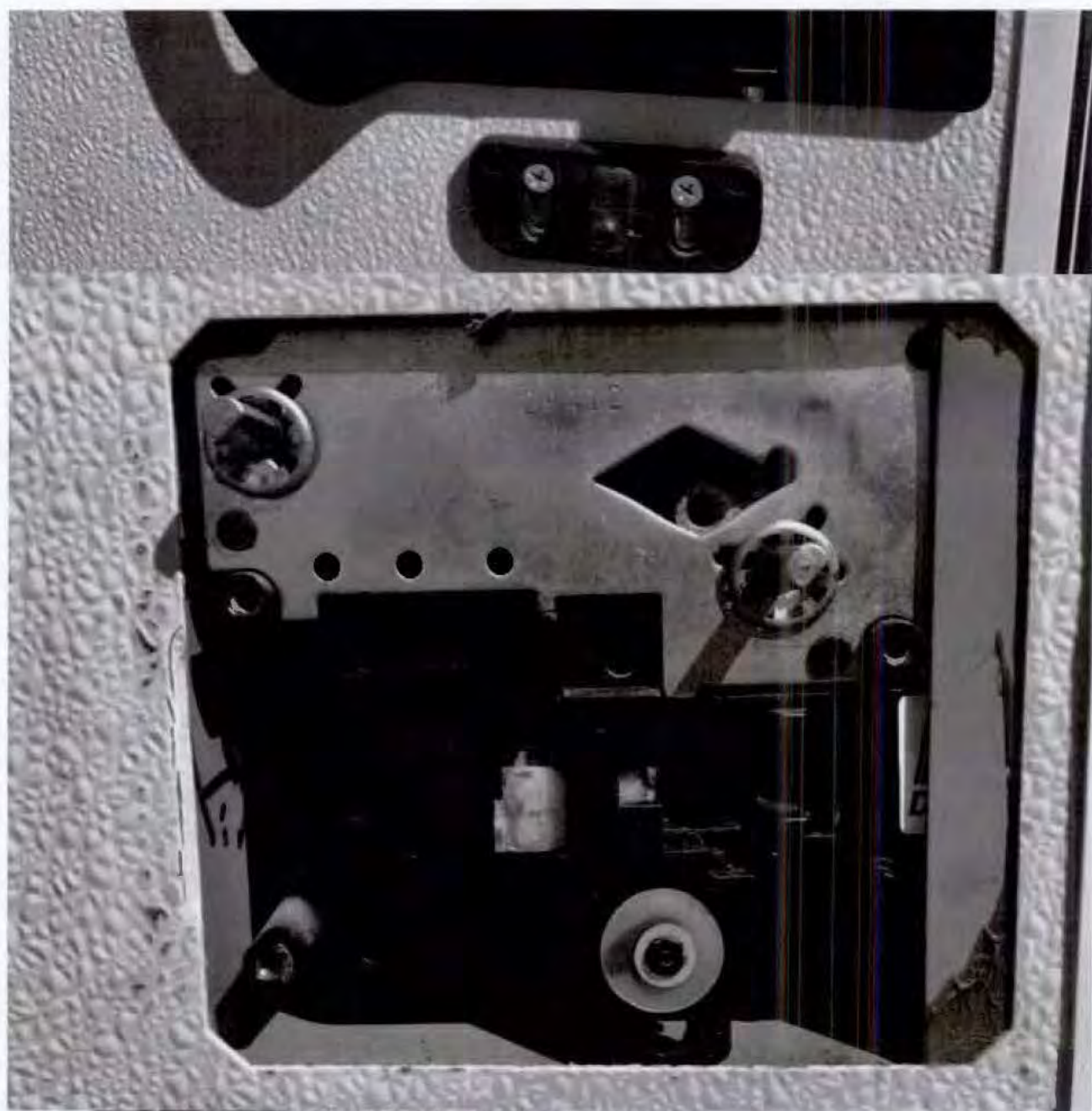
To view the status of your order, return to [Order Summary](#).

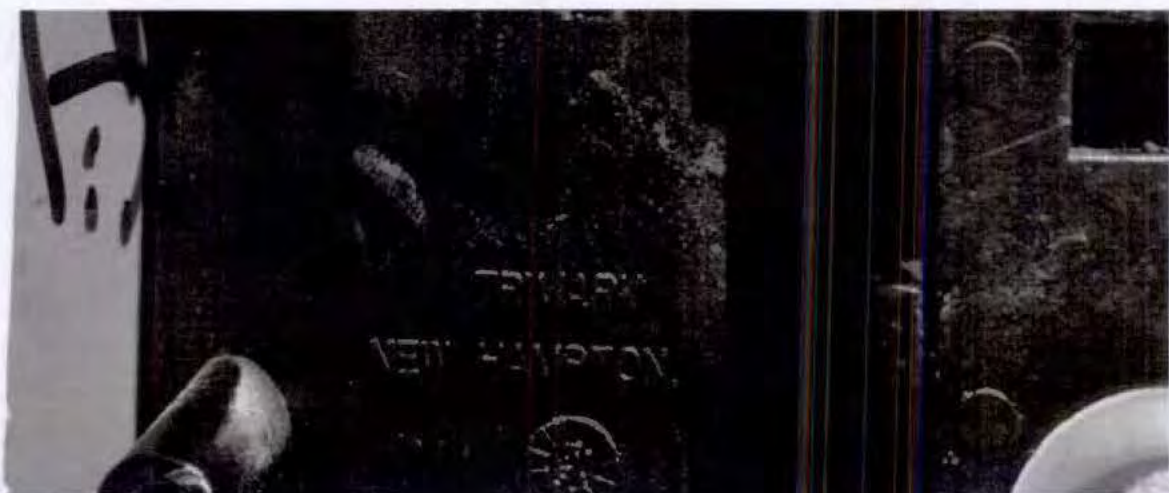
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We bought a whole new lock for less than the \$143.12 plus shipping that Trimark Corp. wanted to charge. They knew they had a defective lock. (see email). We should be reimbursed for this and a memo sent to the dealers.



DO NOT BE REMOVED EXCEPT BY OWNER
WITH FEDERAL MOTION SAFETY STANDARDS, THE (2) STRIKER
LOCK MUST REMAIN FULLY SEATED AND LOCKED IN THE EDGE OF THE
DOOR. STRIKER BOLTS HAVE BEEN LOCKED INTO THE HOLES AT THE FACTORY.
DO NOT TAMPER WITH OR ATTEMPT TO LOOSEN THE STRIKER BOLTS.
ANY TIME THE STRIKER BOLTS BECOME LOOSE OR THE LOCK DOES NOT
OPERATE PROPERLY, CONTACT YOUR LOCAL SERVICE CENTER FOR ADJUSTMENT
OR REPAIR. WARNING: OPERATING A DOOR WITH LOOSE STRIKER BOLTS
MAY RESULT IN POOR PERFORMANCE AND FAILURE OF THE LOCK
SYSTEM MAY RESULT IN THE DOOR TO OPEN UNEXPECTEDLY.







From: [REDACTED]

Subject: Broken lock set plunger on our 2017 Thor Ace motorhome

Date: October 1, 2019 at 2:20 PM

To: trimarkparts@trimarkcorp.com

H

We were locked out of our motorhome last weekend due to a defective plunger that is made out of pot metal and not steel .Had to crawl in thru drivers window and disassemble lock from inside to release plunger which was in two pieces. With some investigation I find that this is a known failure part with this lock and has left many people either locked out or in their rv's Please help me with repair solutions.

Thank you in anticipation of your speedy response.

Sent from Mail for Windows 10

From: Abby Lechtenberg Abigail.Lechtenberg@trimarkcorp.com
Subject: RE: Broken lock set plunger on our 2017 Thor Ace motorhome
Date: October 2, 2019 at 5:48 AM
To: [REDACTED]

AL

[REDACTED]
Can you take a picture of the front and back of your handle?

Abby Lechtenberg

Customer Service

Email: abbyl@trimarkcorp.com

Phone: 1-800-431-8616

Direct number: 641-394-1121

Fax: 641-394-1515



From: [REDACTED]
Sent: Tuesday, October 1, 2019 4:20 PM
To: Abby Lechtenberg <Abigail.Lechtenberg@trimarkcorp.com>
Subject: Broken lock set plunger on our 2017 Thor Ace motorhome

We were locked out of our motorhome last weekend due to a defective plunger that is made out of pot metal and not steel. Had to crawl in thru drivers window and disassemble lock from inside to release plunger which was in two pieces. With some investigation I find that this is a known failure part with this lock and has left many people either locked out or in their rv's Please help me with repair solutions.

Thank you in anticipation of your speedy response.

[REDACTED]
Sent from [Mail](#) for Windows 10

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee, you should not disseminate, distribute or copy this email. Please notify the sender immediately by email if you have received this email by mistake and delete this email from your system. If you are not the intended recipient, you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

This footnote also confirms that this email message has been swept for the presence of computer viruses.

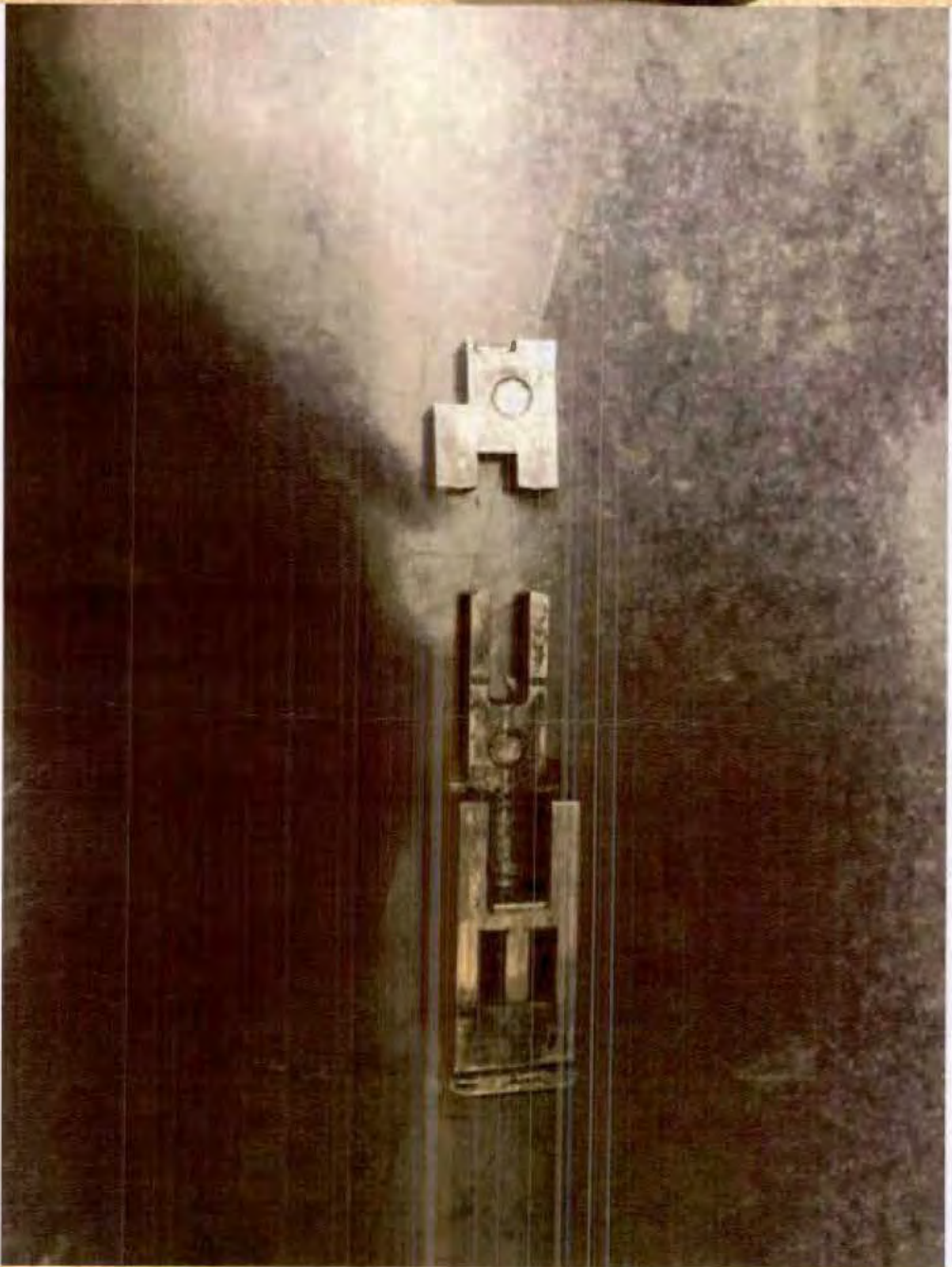
From: [REDACTED]
Subject: Re: Broken lock set plunger on our 2017 Thor Ace motorhome
Date: October 2, 2019 at 7:34 AM
To: Abby Lechtenberg Abigail.Lechtenberg@trimarkcorp.com

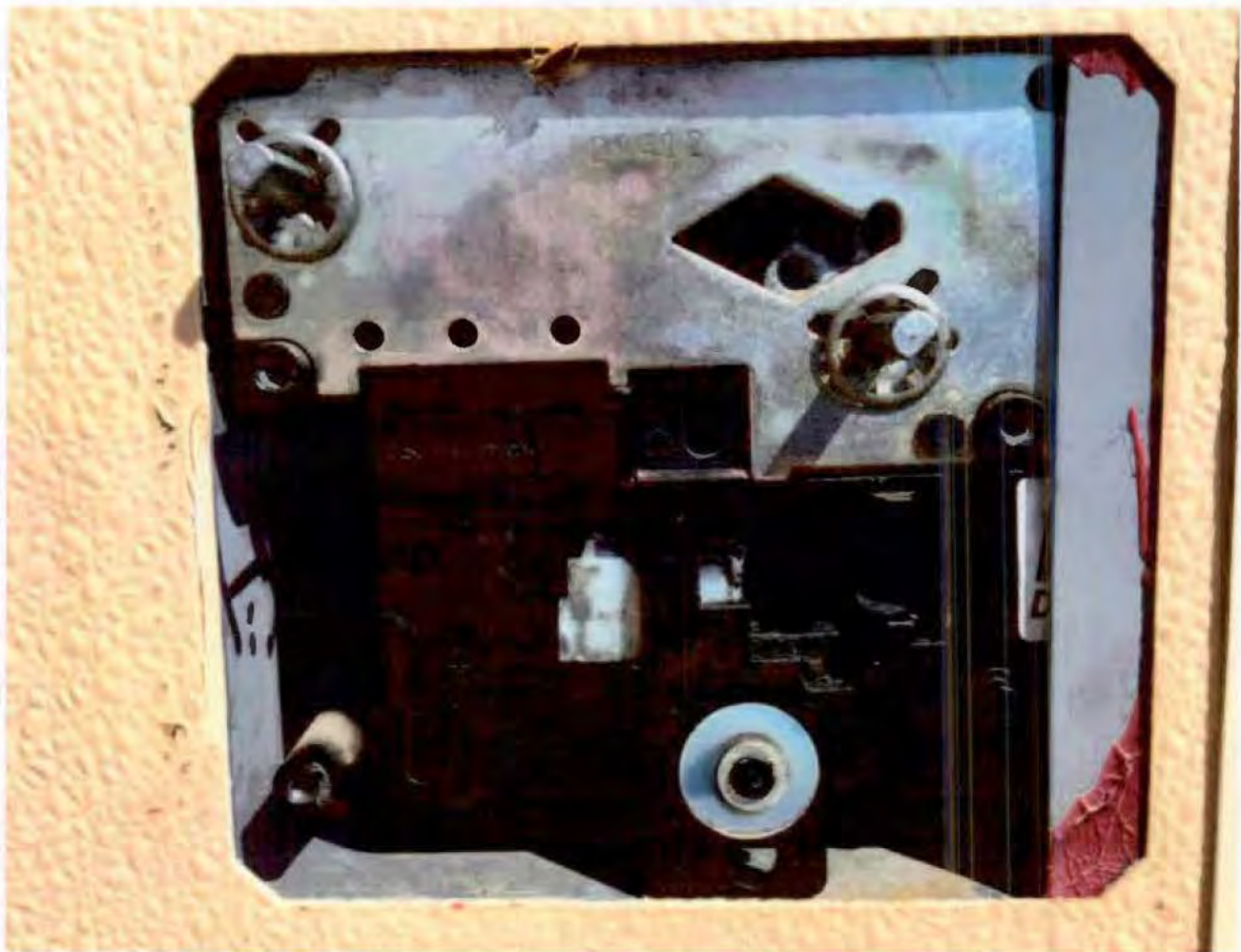
H

Here are the pictures of the inside and outside of the lock.

[REDACTED]







On Oct 2, 2019, at 5:47 AM, Abby Lechtenberg <Abigail.Lechtenberg@trimarkcorp.com> wrote:



Can you take a picture of the front and back of your handle?

Abby Lechtenberg

Customer Service

Email: abbyl@trimarkcorp.com

Phone: 1-800-431-8616

Direct number: 641-394-1121

Fax: 641-394-1515

<image001.jpg>

From: [REDACTED]

Sent: Tuesday, October 1, 2019 4:20 PM

From: Abby Lechtenberg Abigail.Lechtenberg@trimarkcorp.com
Subject: RE: Broken lock set plunger on our 2017 Thor Ace motorhome
Date: October 2, 2019 at 9:30 AM
To: [REDACTED]

AL

[REDACTED]
The handle you have the plunger is made of zinc. We do carry this handle with a steel plunger.
➔ The part number for the handle with a steel plunger is 29412-13. The cost of this item is \$143.12 plus shipping. This is only the exterior handle. If your interior handle is fine I would not replace it. We can ship by UPS or USPS. Would you like to place an order?

Abby Lechtenberg

Customer Service

Email: abbyl@trimarkcorp.com

Phone: 1-800-431-8616

Direct number: 641-394-1121

Fax: 641-394-1515



From: [REDACTED]
Sent: Wednesday, October 2, 2019 9:35 AM
To: Abby Lechtenberg <Abigail.Lechtenberg@trimarkcorp.com>
Subject: Re: Broken lock set plunger on our 2017 Thor Ace motorhome

Here are the pictures of the inside and outside of the lock.

[REDACTED]



From: [REDACTED]
Subject: Fwd: Broken lock set plunger on our 2017 Thor Ace motorhome
Date: October 11, 2019 at 11:39 AM
To: jonathan.harrison@dot.gov

H

This is the email communication with the manufacturer for the lock pertaining to our safety complaint request # [REDACTED]

Begin forwarded message:

From: Abby Lechtenberg <Abigail.Lechtenberg@trimarkcorp.com>
Subject: RE: Broken lock set plunger on our 2017 Thor Ace motorhome
Date: October 3, 2019 at 7:26:25 AM PDT
To: [REDACTED]

The 60-1650 on our website is a series number not a part number. If you want the exterior handle with the steel plunger it is part number 29412-13.

Abby Lechtenberg

From: [REDACTED]
Sent: Wednesday, October 2, 2019 6:45 PM
To: Abby Lechtenberg <Abigail.Lechtenberg@trimarkcorp.com>
Subject: Re: Broken lock set plunger on our 2017 Thor Ace motorhome

Abby.

What I was asking is your part #060-1650 (complete unit) that you show on your website have the new steel plunger?

Sent from my iPhone

On Oct 2, 2019, at 11:56 AM, Abby Lechtenberg
<Abigail.Lechtenberg@trimarkcorp.com> wrote:

Yes the number 29412-13 that we supply is the outside handle with the steel plunger.

From: [REDACTED]
Sent: Wednesday, October 2, 2019 1:53 PM
To: Abby Lechtenberg <Abigail.Lechtenberg@trimarkcorp.com>
Subject: RE: Broken lock set plunger on our 2017 Thor Ace motorhome

Is the part number you list the outside portion of part # 06-1650 complete unit that has the steel plunger that you show on your website