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5-10-2021

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Re: Request [REDACTED] Unsafe Motorhome Windows
Gentlemen,

We have a 2021 Thor Delano Model RW class C motorhome with frameless "Euro" style windows that are hinged at top and open with a crank mechanism at the bottom. When driving the windows vibrate swiftly slightly opening and closing as the glass flexes as wind catches edge of the glass.

My wife has taken videos of this at highway speeds between 65 and 70 MPH. She has posted videos on motorhome owners Facebook group pages and has received responses from others that others have the same issue. The unfortunate ones have stated that they have completed trips only to find that their windows have blown out of their motorhomes.

We brought this to Thor's attention and drove our unit to Thor's Indiana factory where the window crank mechanism was replaced with a new heavier mechanism. The end results are the same the windows still open and close rapidly when driving at highway speeds.

We have resorted to duck taping the leading edge of the windows closed in order to prevent window from failing. We are worried that someone driving next to a motorhome with similar windows will have window fail next to them and cause physical damage and cause an accident or worse kill someone.

While the Thor Delano is a limited production vehicle the windows are used across many models and probably many manufactures, we believe a formal inquiry should be conducted and safety recall initiated.

Please feel free to contact me, if you would send us an e-mail address we could share the videos my wife has taken of windows so you can see the issue.

Respectfully,

[REDACTED]
Crystal Lake Illinois

cellu [REDACTED]

e-mail [REDACTED]

EA

CRYSTAL LAKE

FIRST-CLASS



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