

Nov. 1, 2022

Request [REDACTED] Re: Request [REDACTED] Fwd. [REDACTED]

TMC: [REDACTED]

NHTSA.dot.gov Response Team

I am writing to you in regard to my formal complaint against Thor Motor Coach, specifically to their response to NHTSA recall 21V-845. I have decided to mail all correspondence I have had with them since 2018 regarding the subject of the recall, the separation of sheet metal from their cargo bay doors. I sent them letters when this happened in 2018, they said they would contact me regarding my problem. They never did. As my Motor home was just out of warranty, over the next year I had the repairs made at my own expense.. This totaled over \$4600.00.....When I was notified of this recall in early 2021, I proceeded to send Thor all my receipts, pictures, letters, etc. Although it took several months to get this to the right person, as you can see by my emails, Ms. Ryan in customer service outlined what she needed to handle my claim. Unfortunately, when they became aware I had everything they asked for, they then told me it was in fact, not a Thor recall, but I could contact their door supplier for reimbursement. They did offer 10%, which I declined.

I have had a few experiences with NHTSA recalls, and have always been treated with respect. This is not the case with Thor Motor Coach, as they just have ignored the recall. Please advise if you need anything else.

Thank you,

[REDACTED]
[REDACTED]
Meadville, Pa. [REDACTED]
[REDACTED]

[Handwritten mark]

Webmail

Request [REDACTED] Re: Request [REDACTED] Fwd: [REDACTED]
TMC [REDACTED]

From : NHTSA Service Desk <noreply@telesishq.com>

Tue, Nov 01, 2022 05:26 PM

Subject : Request [REDACTED] Re: Request [REDACTED] Fwd: CAS-
[REDACTED]

To : [REDACTED] >

Reply To : NHTSA Service Desk <4me+nhtsa@telesishq.com>

External images are not displayed. [Display images below](#)

Dear [REDACTED]

A Ambrose mentioned you in the following request:

Request [REDACTED] Re: Request [REDACTED] Fwd: [REDACTED]
[REDACTED]

Good Day [REDACTED];

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The U.S. Department of Transportation provides assistance and information regarding vehicle safety, recalls or defects of motor vehicle equipment. We have received your request, but need further clarification on your issue.

Please provide us with additional information so that we can better assist you.

If you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

<https://nhtsa.4me.telesishq.com/requests/570428>

MAY 2018

I presently own a 2017 Thor Challenger LX, which I purchased new in May 2016. Although my coach is out of warranty, and I am not seeking any compensation, I am informing you of a potential problem concerning the baggage, or bay doors. Last fall I was driving east on I-90 near Buffalo New York, when I noticed one of my bay doors appeared to be open. I stopped to inspect and found the door skin had separated from the frame and had bent back in the wind. I duct taped it in place, and later took it to a camping world for repair. We found that the door skin was only attached with 3/8" double sided tape. To replace the skin, glue using panel bond adhesive, and paint the door was nearly \$1800. I then closely inspected all my bay doors and found 9 more to be partially separated from the frame. It varied from a few inches to perhaps a whole side or bottom. I ended up having all 9 doors removed from the frames and re-glued using panel bond adhesive. This amounted to \$2200. I have one more (of 5 remaining) that I am watching. I feel that the manufacturing process in this case of using double sided tape to adhere these door skins is inadequate. This could be a safety issue if a door skin separates and flies off, perhaps causing an accident. I have talked to several other Challenger owners that have this problem also. I am enclosing pictures of the separated skin, and also one that is just starting.

October 12, 2018

I am writing this letter as a follow up to my letter of May 2018, about my cargo bay doors separating from the frames. Enclosed is my original letter and your response letter promising a phone call from a Customer Service rep, which never happened. I also sent the same letter to your door supplier, Mishawaka Sheet Metal, (also with no response at all) including pictures, of the 10 bay doors (one that had to had to have a new skin when it bent back) that I had to have repaired because the had started to separate from their frames because of the use of 3/8" double sided tape to adhere them to the frames. I have since had to have three more fixed. And now the final two of fifteen doors will be done also. This will total nearly \$5000 to have all my doors removed from their frames and glued on with panel bond. It costs around \$40 a door for the panel bond. Which I am sure is more expensive than \$5 for double sided tape. But do you

Dear [REDACTED],

This letter is in response to your letter that was received in our office on May 11, 2018.

First and foremost we are sorry to hear of any inconveniences you may have experienced. At Thor Motor Coach (TMC), we strive to have satisfied owners and will work to achieve that goal using all reasonable resources.

One of our Customer Service Representative will be in contact with you to address your concerns. We will work with you to ensure that any remaining warrantable items are handled appropriately.

Please feel free to contact our Customer Service Department at (877) 855-2867 or by email at warrantysupport@tmcrv.com should you need further assistance. Thank you for taking the time to write and share your experience with us.

Sincerely,
Customer Service
Thor Motor Coach



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 21V-845
Safety Advisory: RC000247
April, 2022

IMPORTANT SAFETY RECALL – 2nd Notification

This notice applies to your vehicle: 1F66F5DY1G0 [REDACTED]

[REDACTED]
MEADVILLE, 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 model year 2017 Challenger, Miramar, and Outlaw 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 discovered that on certain model year 2017 Challenger, Miramar, and Outlaw motorhomes, the exterior compartment door skin may be separating from the unit due to potential de-bonding of glue. If the compartment door skin were to completely separate while the motorhome is in motion, this could lead to property damage and/or crash.

**What we
will do**

TMC has contacted your selling dealer and has instructed them on how to inspect your compartment door for potential separation and to repair or replace as needed. This will be done at no cost to you the owner. The inspection will take approximately 15 minutes and any repairs could take up to 1.5 hours per door.

**What we need
you to do**

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed. To locate the nearest authorized TMC service center, please visit <https://www.thormotorcoach.com/locate-a-service-center/>. 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, by phone at 877-855-2867, or email at Recalls@TMCRV.com.

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

cc: National Highway Traffic Safety Administration (NHTSA)



Webmail

RE: Follow up to recent letter VIN 1F66F5DY1G [REDACTED]

From: [REDACTED] >

Wed, Nov 07, 2018 08:51 AM

Subject: RE: Follow up to recent letter VIN 1F66F5DY1G [REDACTED]

10 attachments

To: Stephanie M. Wireman <smwireman@tmcrv.com>

I'm not sure this sent the first time, so I am resending.

1-4 is door that came loose, and had to have a new skin, and repaint. 5-6 another door that came apart. 7-9 latest door that has to be done.

Sent from [Mail](#) for Windows 10

From: [Stephanie M. Wireman](#)

Sent: Tuesday, November 6, 2018 9:37 AM

To: [REDACTED]

Subject: Follow up to recent letter VIN 1F66F5DY1G [REDACTED]

Good morning [REDACTED];

Thank you very much for your letter regarding the bay doors on your unit. I'm sorry to hear this has been such a costly repair for you! I was able to look in to your coach's file, and I see where you sent pictures to us previously with your letter. Unfortunately, as they were not submitted digitally, the quality is very poor on them from being scanned. Is there any chance you could resubmit those pictures to me via email?

I will be happy to forward to my management team for review, so they can provide the feedback to our design team.

Have a wonderful day!

Stephanie Wireman
Warranty/Technical Support
Ph: 877-855-2867
Fax: 574-294-3618



1.jpg
613 KB



2.jpg
2 MB



3.jpg
2 MB



4.jpg
2 MB



5.jpg
538 KB



6.jpg
1 MB



7.jpg
1 MB



8.jpg
2 MB



9.jpg
2 MB



image001.png
11 KB

From : Kaitlyn Ryan <kryan@tmcrv.com>

Fri, Jun 24, 2022 12:04 PM

Subject : [REDACTED]

2 attachments

Thank you for contacting Thor customer service. I am trying to process this but we are missing some information.

1. The 37LX CHALLENGER PRINT ATTACHED SHOWING THE DOOR LAY OUT EACH DOOR WILL HAVE TO BE MARKED AS:

1. FIX ON COACH (FC)
2. REMOVED TO FIX (RF)
3. REPLACED AND PAINTED (RP)

2. I WILL HAVE TO HAVE A CLEAR PHOTOS FOR EACH DOOR SHOWING THE SKIN HAS COME LOOSE
3. IF THE DOOR HAS BEEN REMOVED TO FIX AND REINSTALL I HAVE TO HAVE A PIC SHOWING THE DOOR IS OFF THE COACH
4. DOORS THAT HAD TO BE REPLACED AND PAINTED I WILL NEED A PICS SHOWING THE PAINT SCHEME.

Thank you,

Kaitlyn Ryan

Customer Service
Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

**Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner.

Webmail

RE: recall 21v-845 -1F66F5DY1

From : Warranty Support <wsupport@tmcrv.com>

Thu, Jun 23, 2022 12:58 PM

Subject : RE: recall 21v-845 -1F66F5DY1G0

1 attachment

To :

Good afternoon,

We have received your emails and a case has been created for you with our owner relations team and someone from that team will be reaching out to you. Case #

Have a wonderful day.

Sincerely,
Warranty Support



Thor Motor Coach How-To's and Frequently Asked Questions:

Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.

NOBODY will Build Them Better.

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is **STRICTLY PROHIBITED**. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner.

From:

Sent: Thursday, June 23, 2022 11:48 AM

To: Warranty Support <wsupport@tmcrv.com>

Subject: [EXTERNAL]Re: recall 21v-845 -1F66F5DY1G0

Ok, well Mr. Frankenberger in consumer affairs got it and said they sent it to you, so I will send again now. It's about 4 separate emails because there is a limit on size. Could you let me know if you receive it so I know. Thank you.

From: "Warranty Support" <wsupport@tmcrv.com>

To: [REDACTED]

Sent: Thursday, June 23, 2022 9:18:13 AM

Subject: RE: recall 21v-845 -1F66F5DY1G [REDACTED]

Good morning,

Unfortunately, I do not show where we have received anything into the warranty department. I do apologize for the inconvenience. You can reply to this email (warranty-support@tmcrv.com) with your information. Thank you for your help.

Have a wonderful day.

Sincerely,
Warranty Support



Thor Motor Coach How-To's and Frequently Asked Questions: [REDACTED]

Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.

NOBODY will Build Them Better.

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner.

From: [REDACTED]

Sent: Thursday, June 23, 2022 8:26 AM

To: Warranty Support <wsupport@tmcrv.com>

Subject: [EXTERNAL]Fwd: recall 21v-845

June23, 2022

On March 23,2022 I sent paperwork to TMC consumer affairs in regard to NHTSC recall #21V-845 as it pertained to my 2017 Thor Challenger . I was told it was received and forwarded to Thor warranty dept., and they would be contacting me. I haven't heard anything, and I was wondering if in fact you received it.

Webmail

RE: recall 21v-845 -1F66F5DY1

Thu, Jun 23, 2022 09:18 AM

From : Warranty Support <wsupport@tmcrv.com>

Subject : RE: recall 21v-845 -1F66F5DY1

1 attachment

To :

Good morning,

Unfortunately, I do not show where we have received anything into the warranty department. I do apologize for the inconvenience. You can reply to this email (warrantysupport@tmcrv.com) with your information. Thank you for your help.

Have a wonderful day.

Sincerely,
Warranty Support



Thor Motor Coach How-To's and Frequently Asked Questions:

Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY will Build Them Better.

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner.

From: >

Sent: Thursday, June 23, 2022 8:26 AM

To: Warranty Support <wsupport@tmcrv.com>

Subject: [EXTERNAL]Fwd: recall 21v-845

June23, 2022

[REDACTED]
Meadville, Pa.
[REDACTED]

RE: [EXTERNAL]recall 21V-845

From : Recalls <Recalls@tmcrv.com>
Subject : RE: [EXTERNAL]recall 21V-845
To : [REDACTED]

Fri, Apr 01, 2022 08:18 AM
1 attachment

The emails have been forwarded to the warranty department and someone will be reaching out to you.

Kind Regards,

Bryce Frankenberger
Consumer Affairs
574-389-4545
BFrankenberger@tmcrv.com



Confidentiality Notice: This email transmission (and/or the attachments accompanying it) may contain confidential information belonging to the sender which is protected by attorney/client privilege and the work product doctrine. The information is intended only for the use of the intended recipient. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this information is strictly prohibited. Any unauthorized interception of this transmission is illegal under the law. If you have received this transmission in error, please promptly notify the sender by reply email, and immediately destroy all copies of this transmission.

Disclaimer: Any settlement agreements included in this transmission are for discussion purposes only and subject to later review and approval by the parties and are non-binding until the signing of a physically executed, formal written agreement by the parties.

From: [REDACTED]
Sent: Thursday, March 31, 2022 7:24 PM
To: Recalls <Recalls@tmcrv.com>
Subject: [EXTERNAL]recall 21V-845

March 31, 2022

On March 23 I sent you (5) emails regarding recall 21V-845 as it pertains to my 2017 Thor Challenger LX. I was just confirming that you received them.

Webmail

recall 21v-845

From

Thu, Jun 16, 2022 08:16 AM

Subject : recall 21v-845

To : wsupport@thcrv.com

On March 23,2022 I sent paperwork to TMC consumer affairs in regard to NHTSC recall #21V-845 as it pertained to my 2017 Thor Challenger . I was told it was received and forwarded to Thor warranty dept., and they would be contacting me. I haven't heard anything, and I was wondering if in fact you received it.

Meadville, Pa.

From: "Kaitlyn Ryan" <kryan@tmcrv.com>

To: [REDACTED]

Sent: Friday, June 24, 2022 12:04:44 PM

Subject: [REDACTED]

Thank you for contacting Thor customer service, I am trying to process this but we are missing some information.

1. The 37LX CHALLENGER PRINT ATTACHED SHOWING THE DOOR LAY OUT EACH DOOR WILL HAVE TO BE MARKED

AS:

1. FIX ON COACH (FC)
2. REMOVED TO FIX (RF)
3. REPLACED AND PAINTED (RP)
2. I WILL HAVE TO HAVE A CLEAR PHOTOS FOR EACH DOOR SHOWING THE SKIN HAS COME LOOSE
3. IF THE DOOR HAS BEEN REMOVED TO FIX AND REINSTALL I HAVE TO HAVE A PIC SHOWING THE DOOR IS OFF THE COACH
4. DOORS THAT HAD TO BE REPLACED AND PAINTED I WILL NEED A PICS SHOWING THE PAINT SCHEME.

Thank you,

Kaitlyn Ryan

Customer Service
Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

[REDACTED]

**Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner.

[REDACTED]
Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner

From: [REDACTED]
Sent: Wednesday, August 24, 2022 11:39 AM
To: Kaitlyn Ryan <kryan@tmcrv.com>
Subject: [EXTERNAL]Re: [REDACTED]

Haven't heard anything for two months now. Any developments? [REDACTED]
[REDACTED]

From: [REDACTED]
To: "Kaitlyn Ryan" <kryan@tmcrv.com>
Sent: Thursday, July 28, 2022 9:47:23 AM
Subject: Re: [REDACTED]

I sent information you requested a month ago and haven't heard anything since.
Just checking in with you. [REDACTED]

From: [REDACTED]
To: "Kaitlyn Ryan" <kryan@tmcrv.com>
Sent: Saturday, June 25, 2022 2:30:06 PM
Subject: Re: [REDACTED]

My third email for the 3 doors I sent the wrong file. I am sending the right one.

Kaitlyn Ryan

Customer Service
Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

[REDACTED]

**Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner

From: [REDACTED] >

Sent: Thursday, September 1, 2022 10:18 AM

To: Kaitlyn Ryan <kryan@tmcrv.com>

Subject: [EXTERNAL]Re: [REDACTED]

Allright, I understand. Thanks for your efforts. [REDACTED] PS. 10% is not acceptable.

From: "Kaitlyn Ryan" <kryan@tmcrv.com>

To: [REDACTED]

Sent: Thursday, September 1, 2022 9:54:05 AM

Subject: RE: [REDACTED]

I want to apologize but also thank you for being patient. So I have been fighting to full reimbursement for a while. I sent the information in, they came back with 10%. I am fighting for you, it is just taking longer than expected.

Thank you,

Kaitlyn Ryan

Customer Service
Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

As stated previously I am working on getting more. That is why you have not been reached out to, or had a check sent to you. I will be in contact when I know more.

Thank you,

Kaitlyn Ryan

Customer Service
Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

**Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner

From: [REDACTED]
Sent: Thursday, September 1, 2022 10:44 AM
To: Kaitlyn Ryan <kryan@tmcrv.com>
Subject: [EXTERNAL]Re: [REDACTED]

I appreciate your effort, and if you review my files, you see I wrote 2 letters to Thor customer service in 2017 and 2018, letting them know I was having problems with my doors. They said they were sorry I was having trouble and a major expense, and that someone would contact me to offer any assistance they could. No one ever did. And I tried to contact your door supplier, but they didn't respond either. So they were not willing to negotiate anything then, and I am not now. I also did not include the 1600 miles I drove in transporting these doors to the nearest Thor dealer that had a body shop and was able to repair them. So actually 10% is quite insulting, and I am willing to let NHTSA handle this for me. Thanks [REDACTED]

From: "Kaitlyn Ryan" <kryan@tmcrv.com>
To: [REDACTED]
Sent: Thursday, September 1, 2022 10:25:29 AM
Subject: RE: [REDACTED]

That is why I am doing what I am doing.

Thank you,

Webmail

RE: [REDACTED]

From : Kaitlyn Ryan <kryan@tmcrv.com>

Fri, Sep 02, 2022 10:48 AM

Subject : RE: [REDACTED]

📎 1 attachment

To : [REDACTED]

I got a email this morning stating that the most we would be able to approve is 10% due to it not being a thor recall, but Michiana Sheet Metal. I have been advised to have you contact them and process the reimbursement through them. I apologize.

Thank you,

Kaitlyn Ryan

Customer Service
Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

**Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner

From: [REDACTED]

Sent: Thursday, September 1, 2022 10:54 AM

To: Kaitlyn Ryan <kryan@tmcrv.com>

Subject: [EXTERNAL]Re: [REDACTED]

Ok. Understand. Thanx

From: "Kaitlyn Ryan" <kryan@tmcrv.com>

To: [REDACTED]

Sent: Thursday, September 1, 2022 10:45:46 AM

Subject: RE: [REDACTED]

Webmail

RE: [REDACTED]

From : Kaitlyn Ryan <kryan@tmcrv.com>

Fri, Sep 02, 2022 02:35 PM

Subject : RE: [REDACTED]

1 attachment

To : [REDACTED]

I have been advised to let you know that they established the recall for our coaches. They were the ones requesting the recall, and that is why I am advising to send the recall to them.

Thank you,

Kaitlyn Ryan

Customer Service

Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

[REDACTED]
**Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner

From: [REDACTED] >

Sent: Friday, September 2, 2022 2:17 PM

To: Kaitlyn Ryan <kryan@tmcrv.com>

Subject: [EXTERNAL]Re: [REDACTED]

Kaitlyn, As you can see from this letter to Thor from the NHTSA, this is indeed a THOR recall. Nowhere does it mention "Michiana" sheet metal. And it is actually Mishawacka Sheet Metal that was your door supplier. Thank you for your trouble, I will forward this to the NHTSA for their view. [REDACTED]

CAMPING WORLD RV SALES - BUFFALO
5533 CAMP RD
HAMBURG NY
US
14075
855-660-3857

1222

CUSTOMER WORK ORDER # [REDACTED]

WO Date: 20 JUL 17
Tag#: [REDACTED]
Author: DAVE.HOFFMAN
Stock No: [REDACTED]
Year: 2017
Manufacturer: THOR
Brand: CHALLENGER
Model: LX
Length: [REDACTED]
Serial#: [REDACTED]
Chassis#: [REDACTED]
Miles/Hrs: 15000
Purchased Date: [REDACTED]
Warranty Date: [REDACTED]
Date In: 20 JUL 17

First Name: [REDACTED]
Customer Name: [REDACTED]
[REDACTED]
: MEADVILLE, PA
Postal/Zip: [REDACTED]
Phone#(bus): [REDACTED]
Cell Phone: [REDACTED]
ExtW Co: [REDACTED]
ExtW No: [REDACTED]
Email: [REDACTED]
Promised Date: 21 JUL 17
Completed Date: [REDACTED]
Invoice#: [REDACTED]
:

Job #	Description	JOB INFORMATION
3	INSTALL REAR AWNING ARM. Job Estimate: 1.50	
4	INSPECT DRIVERS SIDE SECOND COMPARTMENT DOOR IS BENT BACK. CUSTOMER WOULD LIKE EST. TO REPAIR AND POSSIBLE JUST REATTACH SO IT DOES NOT GET RIPPED OFF WHILE DRIVING HOME NEEDS DOOR REPLACEMENT DOOR SKIN \$360.00 MATERIALS \$250.00 MULTI COLOR PAINT AND INSTALL \$1290.00 TOTAL PLUS TAX \$1900.00 WILL NEED OLD DOOR TO MATCH PAINT LINES	

Lab Code	Job#	Description	LABOUR	Hrs	Total
Z990	3	MISC LABOUR CODE (EXTERNAL)	BM	1.50	193.50

Excode	Job#	Description	EXTRAS	Qty	Price	Total
SS2	3	HARDWARE AND SEALANT		1.00	7.50	7.50

Work Order :



Parts Total:	0.00
Labour Total:	193.50
Sublet Total:	0.00
Extras Total:	7.50
Tax Total:	17.59
Work Order Total:	218.59

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

OWNER NOTIFIED OF COMPLETION @ TIME _____ DATE _____

DATE RELEASED/COLLECTED _____

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE
 HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE
 INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM
 THAT THE WORK HAS BEEN COMPLETED SATISFACTORILY PER MY/OUR REQUEST.
 Registered Dealer R-7097604.

SIGNATURE OF OWNER _____

REPAIR TO
DAMAGED DOOR

CAMPING WORLD RV SALES - BUFFALO
5533 CAMP RD
HAMBURG NY
US
14075
855-660-3857



CUSTOMER WORK ORDER

WO Date: 12 SEP 17
Tag#:
Author: JOHN.MOSS
Stock No:
Year: 2017
Manufacturer: THOR
Brand: CHALLENGER
Model: LX
Length:
Serial#:
Chassis#:
Miles/Hrs: 123
Purchased Date:
Warranty Date:
Date In: 12 SEP 17

First Name:
Customer Name:
Address:
Postal/Zip: MEADVILLE, PA
Phone#(res):
Phone#(bus):
Cell Phone:
ExtW Co:
ExtW No:
Email:
Promised Date: 30 OCT 17
Completed Date: 05 OCT 17
Invoice#:
:

Job # Description JOB INFORMATION

1 CUSTOMER BROUGHT IN DOOR, DENT IN SKIN.

QUOTED \$1650 + TAX

Part No	Job#	Description	PARTS	Qty	Price	Total
70676	1	METAL SKIN - INGLE		1.00	400.00	400.00

Lab Code	Job#	Description	LABOUR	Hrs	Total
Z990	1	MISC LABOUR CODE (EXTERNAL)	JEL	10.00	1,100.00

Excode	Job#	Description	EXTRAS	Qty	Price	Total
SSC2	1	SHOP SUPPLIES COLLISION		1.00	150.00	150.00

CUSTOMER COMMENTS

9/26/17 JJM LEFT VM FOR [REDACTED] STATING OUR SUPPLIER FOR THE DOOR SKIN IS BEHIND AND WONT HAVE NEW SKIN COMPLETE UNTIL THIS FRIDAY.

Work Order : XXXXXXXXXX

Parts Total:	400.00
Labour Total:	1,100.00
Sublet Total:	0.00
Extras Total:	150.00
Tax Total:	144.38
Work Order Total:	1,794.38

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

OWNER NOTIFIED OF COMPLETION @ TIME _____ DATE _____

DATE RELEASED/COLLECTED _____

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM THAT THE WORK HAS BEEN COMPLETED SATISFACTORILY PER MY/OUR REQUEST. Registered Dealer R-7097604.

SIGNATURE OF OWNER _____

CAMPING WORLD RV SALES - BUFFALO
 5533 CAMP RD
 HAMBURG NY 14075
 (PH) 855-660-3857

W/O
 Prom: 03 AUG 18

WO #: [REDACTED] (Appointment Date: 20 JUL 2018 - Time: 03:00pm)

Customer Name: [REDACTED]

WO Date: 20 JUL 18

First Name: [REDACTED]

Address: [REDACTED]

Tag#: [REDACTED]

ExtW Co: [REDACTED]

MEADVILLE, PA

Author: KELLY.SIONKIEWICZ

ExtW No:

Postal/Zip: [REDACTED]

Stock No:

Promised Date: 03 AUG 18

Phone#: [REDACTED]

Year: 2017

Completed Date:

Phone#(bus): [REDACTED]

Manufacturer: THOR

Invoice#:

Cell Phone: [REDACTED]

Brand: CHALLENGER

Email: [REDACTED]

Model: LX

Length:

Serial#: 1F66F5DY10 [REDACTED]

Chassis#: 1F66F5DY1G [REDACTED]

Miles/Hrs: 0

Purchased Date:

Warranty Date:

InService Date:

Job #1 - External

HYDROIC FLUID ON THE CONTROLLER TO LCI BOX IS LEAKING. WHILE DRIVING EMERGENCY RETRACT LIT UP, PUMP WAS TRYING, HYDROIC FLUID IS LEAKING IN 1ST COMPARTMENT. DURING RETRACTION FLUID WAS SQUIRTING OUT, LOST 1-2 QT. NOW SHOWING ERROR MESSAGE. IT IS NOW UNPLUGGED IN THE COMPARTMENT BEHIND DRIVERS WHEEL.

Labor

Code	Description	Mechanic	Total
Z990	DIAG FOR CUST PAY AND REIMBURSE FROM HIS EXT WARR	MT	145.00
Z990	DIAG FOR CUST PAY AND REIMBURSE FROM HIS EXT WARR	MT	72.50
Z990	INSTALL S/O PARTS	MT	145.00
Z990	INSTALL S/O PARTS	MT	145.00

Parts

Part #	Description	Qty	Price	Total
53368	LIPPERT LEVEL CONT	1.00	268.82	268.82
234802	LCD INTERFACE PANE	1.00	210.00	210.00

Other Services

Code	Description	Qty	Price	Total
DFRT	SHIPPING & HANDLING RECOVERY	1.00	20.00	20.00
SS2	SHOP SUPPLIES	1.00	50.00	50.00
SS	ATF	1.00	10.00	10.00
FRT	FREIGHT	1.00	16.50	16.50

Subtotal for Job #1: 1,082.82

Job #2 - External

CUST REQUESTS JIM TO COMPLETE 3 ADDITIONAL COMPARTMENT DOORS THAT ARE SEPARATING. DRIVERS SIDE 1ST DOOR - SEPARATION BOTTOM RIGHT. DRIVERS SIDE 5TH DOOR BACK, PROPANE DOOR - SEPARATING TOP LEFT NEAR HINGE. PASSENGER SIDE, 7TH DOOR BACK, SMALL DOOR - SEPARATING AT BOTTOM. I NOTIFIED CUST THAT I DO NOT HAVE ESTIMATE WITHOUT HIM IN SHOP, QUOTED 3, BUT MAY CHANGE.

Labor

Code	Description	Mechanic	Total
Z990	JIM REPAIR DOORS, SIMILAR TO LAST TIME THAT HE DID THIS COACH	JE1	652.50
Z990	REPAIR LATCH ON COMPT DOOR	MT	72.50



Subtotal for Job #2: 652.50

Job #GMSTD - External
GOOD SAM MEMBER DISCOUNT

Other Services

Code	Description	Qty	Price	Total
GMSTD	GOOD SAM MEMBER DISC	1.00	-80.04	-80.04

Subtotal for Job #GMSTD: -80.04

Parts Total: 478.82
 Labour Total: 1,160.00
 Sublet Total: 0.00
 Extras Total: 16.46
 Tax Total: 150.10
 Work Order Total: 1,805.38

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

OWNER NOTIFIED OF COMPLETION @ TIME _____ DATE _____

DATE RELEASED/COLLECTED _____

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM THAT THE WORK HAS BEEN COMPLETED SATISFACTORILY PER MY/OUR REQUEST.
 Registered Dealer R-7097604.

SIGNATURE OF OWNER _____



CAMPING WORLD RV SALES - BUFFALO
5533 CAMP RD
HAMBURG NY
US
14075
855-660-3857

CUSTOMER WORK ORDER # [REDACTED]

WO Date: 08 NOV 17	First Name: [REDACTED]
Tag#: [REDACTED]	Customer Name: [REDACTED]
Author: BILL.MCDONALD	Address: [REDACTED]
Stock No: [REDACTED]	: MEADVILLE, PA
Year: 2017	Postal/Zip: [REDACTED]
Manufacturer: THOR	[REDACTED]
Brand: CHALLENGER	Phone# (bus): [REDACTED]
Model: LX	Cell Phone: [REDACTED]
Length: [REDACTED]	ExtW Co: [REDACTED]
Serial#: [REDACTED]	ExtW No: [REDACTED]
Chassis#: [REDACTED]	[REDACTED]
Miles/Hrs: 5000	Promised Date: 30 NOV 17
Purchased Date: [REDACTED]	Completed Date: 30 NOV 17
Warranty Date: [REDACTED]	Invoice#: [REDACTED]
Date In: 08 NOV 17	:

Job # Description JOB INFORMATION

1 SEPERATE DOOR SKIN FROM FRAME AND APPLY
PANEL BOND IN PLACE OF 2 SIDED TAPE.

9 DOORS QUOTED @ \$2000.

Lab Code Job# Description LABOUR Hrs Total

Z990 1 MISC LABOUR CODE (EXTERNAL) JE1 17.00 1,700.00

Excode Job# Description EXTRAS Qty Price Total

SSC2 1 PANEL BOND ADHESIVE 1.00 300.00 300.00

CUSTOMER COMMENTS

11/7/17 JJM PANELS DROPPED OFF, IN PAINT BAY (ALL LOOSE PANELS).
MATERIAL HERE. CALL [REDACTED] UPON COMPLETION. ORIGINAL QUOTE WAS
\$2000 FOR 8 DOORS, CUSTOMER DROPPED OFF 9. PRICE WILL REMAIN
\$2000 + TAX (\$2175).

Parts Total: 0.00
Labour Total: 1,700.00
Sublet Total: 0.00
Extras Total: 300.00
Tax Total: 175.00
Work Order Total: 2,175.00

Work Order [REDACTED]

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

OWNER NOTIFIED OF COMPLETION @ TIME _____ DATE _____

DATE RELEASED/COLLECTED _____

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE
HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE
INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM
THAT THE WORK HAS BEEN COMPLETED SATISFACTORILY PER MY/OUR REQUEST.
Registered Dealer R-7097604.

SIGNATURE OF OWNER _____