

December 20, 2022

I received the attached correspondence from Thor Motor Coach on Dec. 19, 2022. Please include it my case file number **11483059**. Please note in this 3rd notice of recall, The word Thor, or TMC, appears 10 times. After nearly 7 months of correspondence with Thor, they told me NHTSA 21V-845 was in fact, NOT a Thor recall. I have also included several more pictures of my bay doors which had separated. I ultimately had all 15 doors repaired at my expense, which totaled over \$4600.

Thank you,





**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

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

IMPORTANT SAFETY RECALL – 3rd Notification

This notice applies to your vehicle: 1F66F5DY1G0A13942

[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)



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

<https://www.thormotorcoach.com/blog?tag=All%20Articles>

Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.

NOBODY Will Build Them Better.

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From: [REDACTED]
Sent: Friday, September 2, 2022 2:17 PM
To: Kaitlyn Ryan <kryan@tmcrv.com>
Subject: [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]

From: "Kaitlyn Ryan" <kryan@tmcrv.com>
To: [REDACTED]
Sent: Friday, September 2, 2022 10:48:42 AM
Subject: RE: [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.





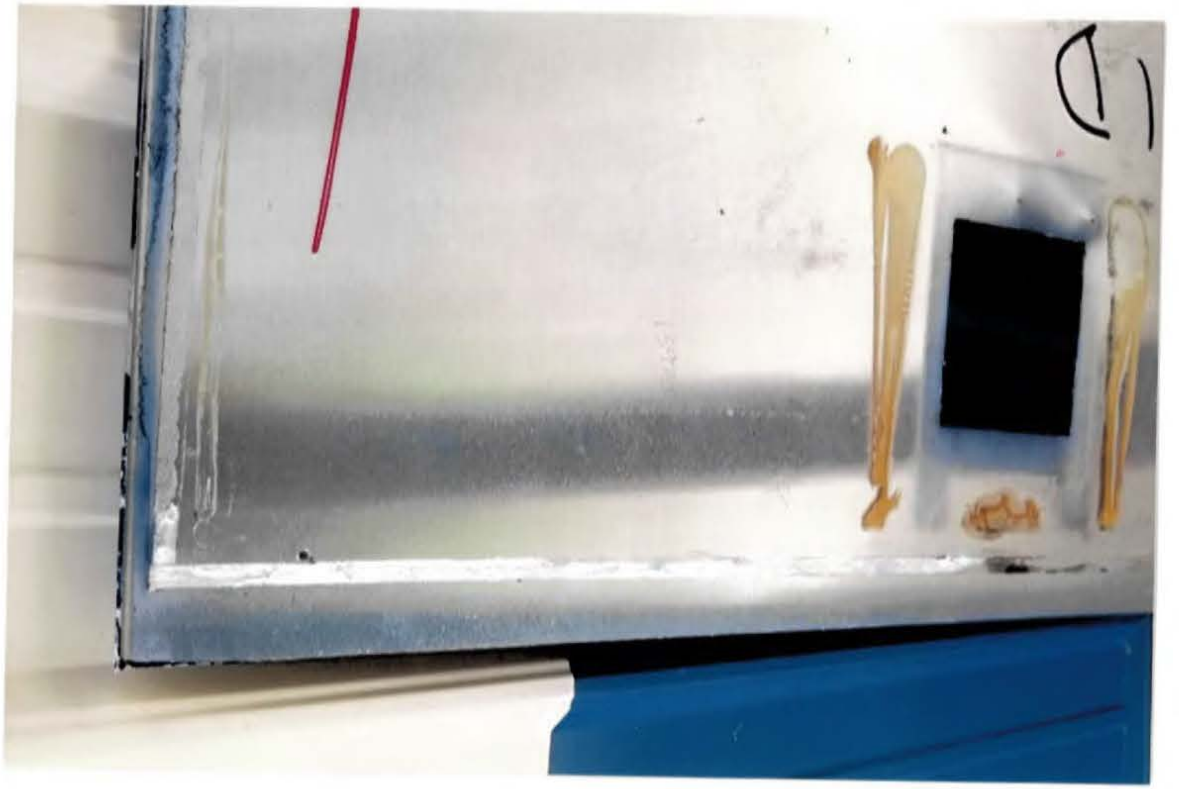
























[REDACTED]
Meadville, Pa [REDACTED]

NHTSA Response Team

US Dept of TRANSPORTATION

NHTSA

1200 New Jersey Avenue

WEST Building

WASHINGTON DC