

From: [4ME](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI- 11483059
Date: Monday, July 24, 2023 8:39:20 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Monday, June 26, 2023 3:32 PM
To: 4ME <4me+nhtsa@telesishq.com>
Subject: Re: Request [REDACTED] Re: Request [REDACTED] Re: Request [REDACTED] Re: Request # [REDACTED]
Fwd: CAS- [REDACTED] TMC [REDACTED]

From your response to my request, I don't think you understand my situation. My vehicle, a 2017 Thor Challenger motorhome, was the subject of an NHTSA recall, NHTSA 21V-845.. I was notified by TMC in January of 2022. As my motorhome was 5 years old by this time, I had made repairs at my expense totaling over \$4600. I contacted TMC to this effect, and they asked me for receipts and pictures of the repair. I complied with their request, and when they found out how much repairs cost, they then denied TMC was the subject of the recall, and I should contact the people who made the doors for my motorhome. I then filed a complaint with NHTSA in November 2022 that TMC refused the terms of the recall. I was inquiring as to the status of my complaint as it has been 8 months. I would like to speak to someone, as I haven't heard anything in that time. You have all my paperwork in your case file 11483059..... Thank you, [REDACTED]

From: "NHTSA Service Desk" <noreply@telesishq.com>
To: [REDACTED]
Sent: Monday, June 26, 2023 1:18:31 PM
Subject: Request [REDACTED] Re: Request # [REDACTED] Re: Request [REDACTED] Re: Request [REDACTED]
Fwd: CAS- [REDACTED] TMC [REDACTED]

Dear [REDACTED],

A Ambrose mentioned you in the following request:

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

[REDACTED]

Good Day [REDACTED]

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

Hotline Information Center.

In some cases, an investigator from the Office of Defects Investigation (ODI) may call to clarify or verify information from your report. Unfortunately, the large volume of reports received by the agency does not permit a return call for each report filed. Questions about whether your concern involves an investigation or recall are best answered by contacting the DOT Vehicle Safety Hotline or by viewing our Web site.

NHTSA technical staff conducts a continuous analysis of these reports to determine whether an unusual number of complaints of potential safety-related problems have been received on any specific line of vehicles, tires, or equipment (e.g., child safety seats, jacks, trailer hitches, etc.). The number of reported complaints and the severity of the consequences are carefully reviewed by technical staff and measured against the number of vehicles (or items of equipment) manufactured, and how many years the vehicles or equipment have been in service.

This ongoing evaluation process allows NHTSA technical staff to determine whether complaints represent isolated reports or a trend. If a trend is suspected and a problem has a potential for causing a risk to safety, the agency will open an investigation for more detailed analysis of the problem.

We hope that you find this information helpful. However, 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.

