

January 21, 2023

Robert W. Martin, President and Chief Executive Officer
Thor Industries Inc.
601 East Beardsley Avenue
Elkhart, Indiana 46514

RE: Vehicle 3C6LRVBG3M [REDACTED]
[REDACTED]

Dear Mr. Martin:

Attached is a copy of a letter I mailed to your Warranty/Service Department earlier this month. I received a timely response from your Customer Service Department. Your Customer Service Representative was both courteous and informative. She suggested that we once again take our vehicle to General RV for diagnosis. Under normal circumstances, that may be the appropriate course of action.

However, in this case, the problem originated when General RV repaired the vehicle in accordance with the instructions from Thor regarding a Technical Service Bulletin (see attached). I am concerned that General RV will not properly correct the tilting issue that resulted from the modification so as to not compromise the fix of the TSB without specific and detailed instructions from your engineering department.

That is why I am reaching out to do. Thor has a good reputation within the industry for quality workmanship and excellent customer service. I am asking you to ensure that the problem is addressed in a timely fashion.

I look forward to hearing from someone who can help us.

Sincerely,

[REDACTED]
[REDACTED]
Howell, MI [REDACTED]
[REDACTED]

cc: Administrator, National Highway Traffic Safety Administration
W. Todd Woelfer, Senior Vice President and Chief Operation Officer

22

January 14, 2023

Thor Motor Coach
Warranty/Service Department
PO Box 1486
Elkhart, In 46515-1486

RE: Vehicle 3C6LRVBG3M [REDACTED]

Dear Thor Motor Coach:

My wife, [REDACTED], and I purchased this vehicle in July of 2021 from General RV Center, Wixom, Michigan. In September of 2021 we received a Recreational Vehicle Technical Service Bulletin Notice TSB 21-06 (see attached). General RV completed the repairs in January of 2022 after some delay caused by a lack of parts.

Unfortunately, because of an illness, we were unable to take the vehicle on another trip until this past October. At that time, we discovered that the remedy of the TSB had created another problem. Our vehicle is no longer level. Everything slants forward several degrees because General RV jacked up the back end of the vehicle to ensure that the Generator and battery tray no longer hung below the rear axle. Having a new vehicle that tilts forward several degrees is not acceptable.

Further, we are not sure whether this tilting issue has created any safety problems. This vehicle has had one unrelated safety recall (Safety Recall: 22V-300, Safety Advisory: [REDACTED]) That is why, out of caution, I have copied the NHTSA on this letter.

We are anxious to hear from you in hopes that this problem can be addressed as soon as possible. My wife and I plan on taking an early spring trip and would like this matter addressed before we leave. Please let us know when you have contacted General RV with the remedy to the problem. We will then immediately make an appointment with them.

I look forward to hearing from you. The vehicle is registered to my [REDACTED]

Sincerely,

[REDACTED]
Howell, Mi [REDACTED]
[REDACTED]

cc: Administrator, National Highway Traffic Safety Administration



**RECREATIONAL VEHICLE
TECHNICAL SERVICE
BULLETIN NOTICE**

TSB 21-06
September 2021

IMPORTANT TECHNICAL SERVICE BULLETIN

This notice applies to your vehicle: **3C6LRVBG3ME** [REDACTED]

[REDACTED]
[REDACTED]
HOWELL, MI [REDACTED]

Dear [REDACTED]

This notice is sent to you to make you aware of an issue involving 2022 18M Rize and Scope motorhomes. We apologize for any inconvenience this action may cause you, however, your continued satisfaction is of the utmost importance to us.

The Generator and battery tray hangs down below the rear axle line of the vehicle and may contact road obstacles, such as speed bumps, at low speeds.

At your earliest convenience, please contact your dealer and schedule an appointment to have this remedy completed. It should take approximately one and a half (1.5) hours to perform. This will be done at no cost to you, the owner.

To locate the nearest authorized TMC service center, please visit <https://www.thormotorcoach.com/locate-a-service-center/>. If you have questions concerning this repair 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.

Thank you for your commitment to quality and service.

Sincerely,

Thor Motor Coach

Gen RV
2021

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