

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p> <p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>	<p style="text-align: right;">FOR AGENCY USE ONLY 100148</p> <p>Date Received: 14-MAR-2023 MAY 18 2023</p> <p>Repository <input type="checkbox"/></p> <p>Reference No. 11511734</p>
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OWNER INFORMATION (Type or Print)			
Name	Address	City	State
		Detroit	MI
		ZIP Code	
Daytime Telephone Number		Evening Telephone Number	
		E-mail Address	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3C6LRVBG5ME	MAKE THOR MOTOR COACH	Model SCOPE	Model Year 2022
Date Purchased: August 4 2022	Dealer's Name and Telephone Number: General RV 506-954-3600		Engine: No. Cylinders: 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City: Mt. Clemens	STATE: MI	ZIP Code: 48043
Transmission Type: Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain: 100 months 60,000 miles	Multiple Failure: ALWAYS
		Incident Date(s): 04-AUG-2022	Fuel Type: Gas

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 150000 SEAT BELTS	Failure Mileage 3072.0	Failure Speed 0mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), Injury(ies). *Failure not corrected. Pictures enclosed with perspective items*

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2022 Thor Scope RV constructed on a 2021 Ram 1500 chassis. The contact stated that the rear passenger's side seat belt was inoperable due to the length of the seat belt. The RV was taken to the dealer, where it was diagnosed that the seat belt was installed as designed. The RV was not repaired. The manufacturer was made aware of the failure and confirmed that the seat belt was installed as designed. The failure mileage was approximately 3,072.

The rear left passenger seatbelt is unable to be used. The seatbelt as installed has a seatbelt diameter that makes sitting and belting is impossible. Authorization to address has been declined multiple times. I have enclosed photos left and right sides of passenger rear seat. Still unusable on left side

V H J A A Reference # 11511734

GENERAL R.V. CENTER, INC.
24583 NORTH RIVER RD
MT CLEMENS MI
US
48043
586-954-3600

CUSTOMER WORK ORDER # [REDACTED]

Completed:	Customer:	[REDACTED]
Invoice #:	Address:	[REDACTED]
Author: BRENDA	DETROIT, MI	
Stock No: [REDACTED]		
Year/Make: 2022 B THOR SCOPE 18M	Home Phone:	[REDACTED]
Model: 18M	Work Phone:	[REDACTED]
Serial No: [REDACTED]	Purchase Date: 04 AUG 22	
Chassis No: 3C6LRVBG5ME [REDACTED]	Date In: 10 FEB 23 ←	
Mileage: 3072	Promise Date:	
Key No:	Schedule Date:	
Location: IH	License No: R	
Reqn No:	Trim:	
Arr. Date: 04 AUG 22	Promise Time:	
Cust PO#:		

 Job # Description JOB INFORMATION

 BM GENERAL RV DOES NOT HOLD YOUR RV'S MANUFACTURERS WARRANTY.

WE ARE COMMITTED TO WORKING WITH YOUR MANUFACTURER TO GET ITEMS SUBMITTED BASED ON YOUR WARRANTY DATE. THE MANUFACTURER RESERVES THE RIGHT TO DENY ALL OR A PART OF THE CLAIM

→ COMPLAINT: CUSTOMER STATES ON THE LEFT HAND PORTION OF THE COUCH THE FEMALE PORTION OF THE SEAT BELT IS INSTALLED RIGHT NEXT TO THE MALE PORTION AND THEREFORE CANNOT BE USED. CUSTOMER SPOKE WITH DAMIEN AT THOR ON 8-24-22 WHO STATES THAT THE FEMALE PORTION IS ABLE TO BE RELOCATED OVER TO THE FAR LEFT SIDE OF THE COUCH IN ORDER TO BE ABLE TO USE THE SEAT BELT.

*** NEED ESTIMATE TO RELOCATE THE SEATBELT

CAUSE: IMPROPERLY INSTALLED BY MANUFACTURER
 CORRECTION: → PER SERVICE MANAGER RELOCATING THE SEATBELT IS A LIABILITY AND STATED GENERAL RV IS NOT WILLING TO TAKE THAT ON AND THEREFOR WILL NOT RELOCATE THE SEATBELT FOR THE CUSTOMER. SERVICE WRITER CALLED THOR FOR THE CUSTOMER AND SPOKE TO KURT ON 2-10-23 @ 11:49 WHO DID CONFIRM IT IS INDEED A LIABILITY AND WE SHOULD NOT TOUCH IT. KURT STATED TO SUBMIT A CLAIM ON LINE WITH PICTURES SO THAT HE COULD TAKE IT TO THIER ENGINEERING DEPARTMENT TO FIGURE OUT WHAT CAN BE DONE IF ANYTHING OR IF THEY NEED TO SEND A REPRESENTATIVE OUT TO REPAIR THE ISSUE.

* Pictures and video taken and submitted by Brenda, customer service. She submitted to Thor, March 9, 2023 I spoke to mandra, customer service @ Thor, she said she would need to escalatd to Corey, she said she could need to engineering and get back to me. My next call was Brenda @ RV saying PA denied

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NHJ SA reference 11511734

GENERAL R.V. CENTER, INC.
24583 NORTH RIVER RD
MT CLEMENS MI
US
48043
586-954-3600

CUSTOMER WORK ORDER # [REDACTED]

Completed: Customer: [REDACTED] - [REDACTED]
 Invoice #: Address: [REDACTED]
 Author: BRENDA DETROIT, MI
 Stock No: [REDACTED]
 Year/Make: 2022 B THOR SCOPE 18M Home Phone: [REDACTED]
 Model: 18M Work Phone: [REDACTED]
 Serial No: [REDACTED] Purchase Date: 04 AUG 22
 Chassis No: 3C6LRVBG5ME [REDACTED] Date In: 19 AUG 22 ←
 Mileage: 258 Promise Date:
 Key No: Schedule Date:
 Location: IH License No: R
 Regn No: Trim:
 Arr. Date: 04 AUG 22 Promise Time:
 Cust PO#:

 Job # Description JOB INFORMATION

 C KEEP YOU CAMPING CAMPING CRITICAL ISSUE

SAME DAY INSPECTION AND REPAIR PLAN OFFERED FOR CCI REPAIRS ONLY AS
 OUTLINED BY GENERAL RV. ALL NON CRITICAL REPAIRS BASED UPON APPT
 ... PART HERE (M163306 / JDS)
 LP GAUGE READS EMPTY WHEN IT IS
 FULL AND KEEPS BEEPING.

← CUSTOMER STATES WHEN FACING THE COUCH, THE PASS SIDE SEAT BELT CLOSET
 TO THE BATHROOM IS TOO SMALL AND WHEN THE CUSHION IS ON THE SEAT YOU
 CANNOT EVEN SEE THE BUCKLE PIECE.
 MM PLEASE COMMUNICATE WITH ME BY:
 EMAIL:
 CELL#:

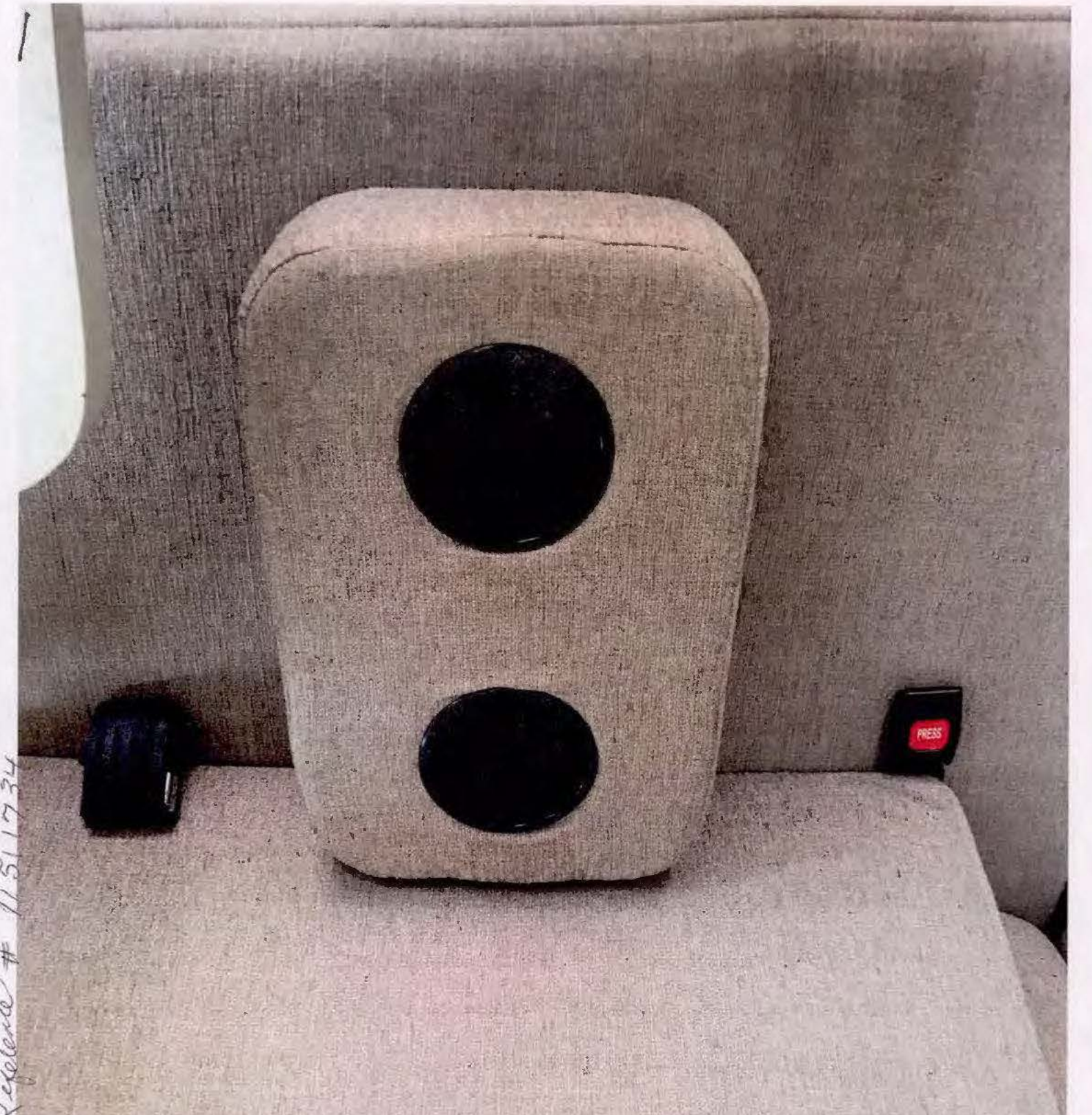
TEXT:
 UR GENERAL RV IS COMPLETING A COURTESY INSPECTION OF YOUR RV

Job Code	Job#	Description	LABOUR	Rate	Total
92	1	DIAGNOSTICS	W		-N/C-
92	2	DIAGNOSTICS	W		-N/C-
90		TESY COURTESY INSPECTION-DO NOT INCLUDE		175.00	0.00

Code	Job#	Description	EXTRAS	Qty	Price	Total
V	KYC	ENVIRONMENTAL FEE		1.00	0.00	0.00
TCCE	KYC	CRATING ON CASH WORKORDERS		1.00	0.00	0.00

Continued on page 2

1
Case Reference # 11511734



Right Rear Passenger Seat with seat cup holder
for perspective. Correct installation. Belt can be
used fine and as intended.

Case Reference # 11511734

2



Cam Pegelona # 11511734

uncorrupt seating space

Rear left passenger seatlet with same cup holder for perspective. The seating space is so narrow the cup holder cannot fit into "sitting" space. note close proximity to right passenger set (see previous # 11511734)

3

Right seatbelt installation correct.



Right seatbelt installation - correct Reference Case # 151734

Left seatbelt installed behind right side seat.

I

Left seatbel installation incorrect - Case Reference # 11511734

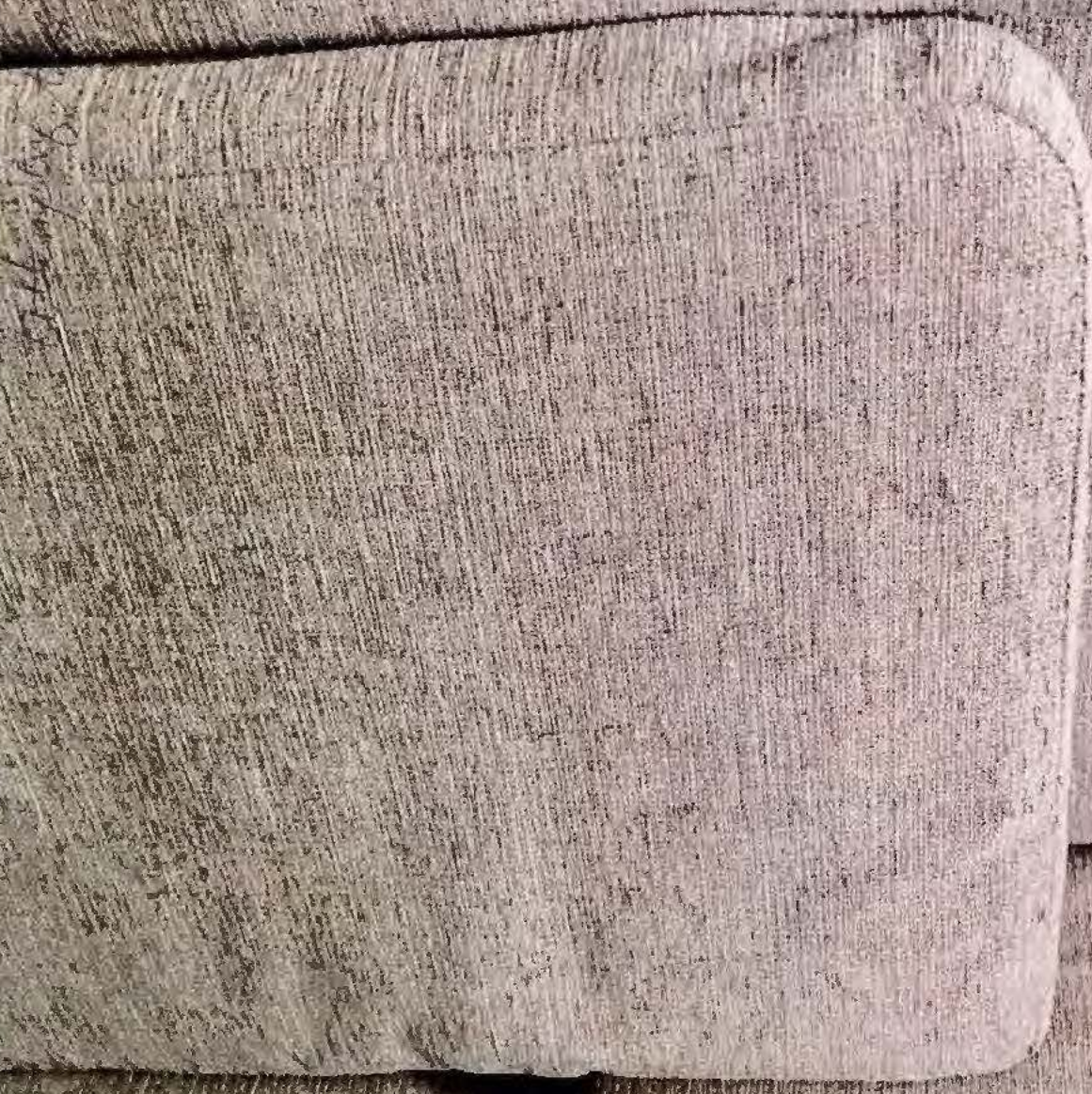
Right seat backrest installation, Cabool (see photos) #11511734



Right seat backrest installation, Cabool

Seatbelt Buckle so bad, it can barely be seen. Pulled out as much as we could.

with my eye



Attempting to show best nearly empty seat buckle. Maximum pull. Usually invisible.

Left seat belt buckle installation car # 11511734

Case reference # 11511734

Realt Passen sent width of setting space - Regular - Ink Pen

For Perspective - Regular writing pen Rest seat belt correct,



PRESS



8



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Case Ref. # 11511734

Left pen and seal with regular writing pen & perspective

Left seatbelt spare with regular written pen & perspective

Case Reference # 11511734



Regular space for sitting

Right Passenger seat with large umbrella perspective

hidden seat, left buckle almost hidden Case Reference# 11511734



left seat buckle almost

fitting space way too small



Detroit, Michigan




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U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

