



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

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)



June 26, 2025

[REDACTED]  
Leo, IN [REDACTED]

NEF-109 jb  
Ref. No. 11642156

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 Thor Miramar 37 recreational vehicle (RV) built on a Ford F-53 Chassis. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. ODI has received reports similar to yours and is reviewing all available data concerning allegations of numerous problems with the 10-speed transmission in Ford F-53 chassis vehicles. Our review includes Ford F-350, F-450, and F-600 vehicles equipped with 10-speed transmissions. While we continue to review this issue, no investigation has been opened nor determinations reached at this time. However, we entered your information into our database where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update\\_112124\\_v1a\\_tag.pdf](https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf).

We encourage you to continue to work with Thor Motor Coach and your dealer to explore the potential for an amicable resolution to your problem. You may also consider contacting your local Consumer Protection Agency or the Indiana Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at [www.ftc.gov/complaint](http://www.ftc.gov/complaint).

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement