

Question 2

Similarly, there have been a few vehicles reported to NHTSA, where the consumer has claimed that they were in touch with Thor regarding the hitch. Can you please research the below VINs to see if Thor has any records, and if so provide the documentation that Thor has on them? I do understand that a consumer may think that reporting to a Thor dealer is the same as reporting to Thor, but I would like to see what documentation Thor has on any of these vehicles:

Response 2

██████████ – Consumer stated that they had called Thor on 12/12/18. We do have record that the customer contacted us on 1/2/19, but stated their unit had already been repaired. We requested the customer provide the invoice and we wanted to see if we could get the parts returned. The customer also stated they filed a claim with NHTSA but we had not received anything from NHTSA at this time. We also tried to contact the repair facility several times to see if they had the parts available and to get a copy of the invoice. This vehicle is part of the peer group, and the PE asked TMC to pull warranty and complaint data for the subject vehicles.

██████████ -The consumer did contact Thor regarding their hitch. This vehicle is part of the peer group, and the PE asked TMC to pull warranty and complaint data for the subject vehicles.

██████████ – Consumer stated that they had been in contact with Thor on 10/28/21. TMC has records that the customer contacted us on 11/8/21 regarding a door latch. We do not have any records that the consumer contacted us regarding their hitch.

Question 3

There was one vehicle reported on both Thor's and LCI's warranty claims list, but there was no additional information or documentation included. LCI's information states that the claim was split between LCI and Thor. Can you please provide the documentation that Thor has on VIN ██████████

Response 3

The documents Thor has are attached.

Question 4

There were 3 vehicles that LCI had reported, but they did not have a VIN that matched in the Question 1 data submitted by Thor. Can you please check the 3 VINs to see if they are good, and provide the information from the Question 1 request?

Response 4

████████████████████ -There is no record of this VIN in our system

████████████████████ There is no record of this VIN in our system

████████████████████ -This unit was shipped and sold in Canada therefore it was not included.

Question 5

Who applies the load limit sticker to the hitch (8,000 lb trailer max weight, 500 lb max tongue weight)? There were 2 instances where the pictures in the documentation show a sticker with a 800 lb max tongue weight, instead of the 500 lb max. All of Thor's production data details a 500 lb max tongue weight. Below are the 2 VINs with those stickers.

████████████████████

████████████████████

Response 5

The hitch comes with the weight label installed from LCI.

Question 6

2 cases are showing the same pictures, and I'd like clarity on why that is. VINs

████████████████████ (reported by TMC) and ██████████████████████ (reported by LCI) have the same pictures in their submission to NHTSA. Can you explain?

Response 6

VIN ██████████████████████ This vehicle is part of the subject group and the photos TMC provided belong with this VIN. It appears that TMC sent photos for both VIN's in the same email, but did not clearly state what photos went with which VIN. TMC closed this insurance case due to no follow up from the insurance company.

VIN ██████████████████████ This vehicle was part of the peer vehicle group. TMC did not send any information for this vehicle as the PE only asked for subject vehicle information.

LCI made a design change to the bend radius on the hitch assembly, effective 1/23/23. Is Thor aware of that change? It was not included in the Question 12 response. TMC was not aware of any changes to the hitch. LCI did not communicate that any changes had been made to the bend radius. Your question is the first instance TMC has regarding this change. Thank you for letting us know.