



This notice applies to your vehicle: «VIN»

«Owner_name»

«Street»

«City», «State» «Zip»

Dear «Owner_name»:

Thor Motor Coach (TMC) has been made aware of several incidents involving trailer hitch receivers installed on motorhomes, similar to yours. These issues were caused by the use of drop hitches and hitch extensions that placed higher-than-expected forces on the hitch receiver assembly.

If you use your motorhome to tow, please follow the recommended instructions in your owner's manual. **THE USE OF DROP HITCHES AND/OR HITCH EXTENSIONS WHILE TOWING WILL PLACE LARGER STRESSES ON THE HITCH AND CAN LEAD TO FAILURE.**

TMC is requesting that you inspect your motorhome's hitch receiver at your earliest convenience. Inspection instructions are enclosed with this letter. If you are unable or uncomfortable performing this inspection, contact your nearest TMC authorized dealer and they will inspect the trailer hitch for you. If any issues are found with your hitch or the mounting surfaces, please contact TMC Customer Service at 877-855-2867. TMC will coordinate and direct you to the nearest TMC authorized dealer for inspection and repair. The inspection and repair will be done at no expense to you.

Thank you for your attention and cooperation in this matter.

Sincerely,

Thor Motor Coach



Trailer Hitch Inspection Instructions

1. Park the motorhome on a dry, level, paved surface. Place the motorhome in park and set the parking brake.
2. Turn off the engine and remove the keys from the ignition. Maintain control of the keys until all steps have been completed.
3. Exit the motorhome and chock the wheels to prevent the vehicle from moving unintentionally.
4. Look at the visible portion of the hitch. If the hitch does not appear level, both side to side and front to back, this could be an indicator of a hitch issue.

Example of a non-level hitch:

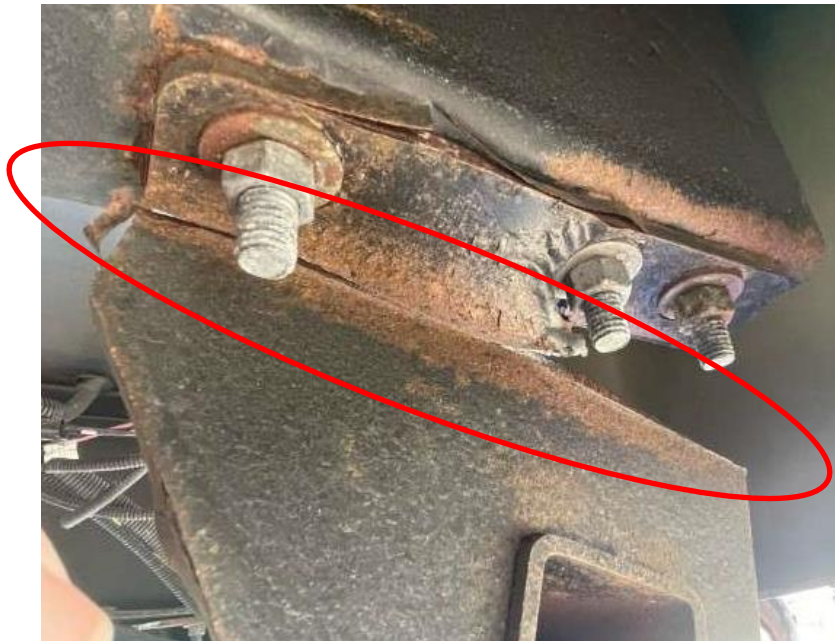


5. Inspect the hitch's structure. An automotive creeper and a light may be helpful for this portion.
6. Find the mounting plate of the hitch. There are two plates that attach the hitch to the frame of the motorhome, one on the driver's side and one on the passenger's side.
7. Once found, look for any cracks that may have formed in the bend radius of the mounting plates.

Example of a failed hitch:



8. Note that the examples shown are obvious failures. The start of a failure could look very minor, as shown in the example below.



9. If any issues are present or you are uncomfortable with your motorhome's hitch, do not use the hitch until your motorhome can be inspected and repaired. Contact Thor Motor Coach's Customer Service at 877-855-2867 to arrange service at an authorized dealer.