

1. Who directed the design change to the bend radius on the hitch that took effect 1/23/23?
  - Lippert Engineering team directed the change as an added precaution to increase the strength of that area of the hitch after learning of Thor's reported concerns. The original design met the requirements of 8000 pound towing / 800 pound tongue weight rating under SAE J684 testing.
2. 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.

████████████████████

████████████████████

- The sticker is applied by Lippert as part of the manufacturing process. The design of this hitch has a total capacity of 8000 pounds, with a max tongue weight of 800 pounds. Thor requested to use this hitch with the 8000/800 capacity, however they specifically wanted the sticker to show the lower tongue rating of 500 pounds. There was a Lippert production error with the 8000/800 sticker applied in error which was reported to Lippert by Thor production. The capacity of the hitch met or exceeded either sticker therefore no safety risk existed. Internal processes were put into place to prevent this error from occurring in the future.
3. Question 16 – LCI responded that the hitch has a load limit of 8000 lb max trailer weight, and 800 lb max tongue weight. TMC states the hitch load limits are 8000 lb max trailer weight, and 500 lb max tongue weight. Can you explain the difference?
    - The design of this hitch has a total capacity of 8000 pounds, with a max tongue weight of 800 pounds. Thor requested to use this hitch with the 8000/800 capacity, however they specifically wanted the sticker to show the lower tongue rating of 500 pounds.
  4. Did LCI perform any pre-production testing on the hitch? Was there any testing performed on the revised hitch assembly (bend radius change that took effect 1/23/23)?
    - The original design met the requirements of 8000 pound towing / 800 pound hitch weight under SAE J684 testing. At the time that the change was made there was no additional testing because the change in bend radius did not affect the capacity. I had the original testing in my files that were submitted. Not sure how it did not get into or through the portal. See attached preproduction testing.
  5. 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?

**VIN 1** ██████████ (reported by TMC), No cases or claims in Lippert system.

VIN [REDACTED] (reported by LCI) is in SF under case# [REDACTED]. There was no involvement from the retail customer. All information provided came from Thor. The photos associated with this case (as provided by TMC) are below:



6. There were a few cases that were on LCI's warranty list, but there was no additional documentation included – can you please research why additional documents were not included in the IR submission, and provide the documents that LCI has for these claims?

- VIN [REDACTED]
- Filed with a VCB under case# [REDACTED]
  - [Click here for pictures](#)

- VIN [REDACTED]
- Filed with a VCB in case# [REDACTED]
  - [Click here for pictures](#)

- VIN [REDACTED]
- Filed with a VCB in case# [REDACTED]
  - [Click here for pictures](#)

- VIN [REDACTED]
- Filed with a VCB in case# [REDACTED]
  - [Click here for pictures](#)

- VIN [REDACTED]
- Filed with a VCB in case# [REDACTED]
  - [Click here for pictures](#)

- The 3 cases below were reported either to Thor or to NHTSA and included instruction to contact LCI about the case. Can you please research these to see if LCI has records, and if so, why they did not appear in the Salesforce search? i.e. was the information in a different system, etc.?

VIN [REDACTED]

- Three cases appear for this VIN
- Case# [REDACTED]
- Appears to be the original case# and contains photos of the hitch in question. This is the case that will provide all the needed info. Pics below:

**LIPPERT MECHANICAL CHEMICAL AND HARDNESS TEST FORM**

Client: [REDACTED] Location: [REDACTED]  
 Case #: 164475 Material: [REDACTED]  
 VIN: [REDACTED] Company: [REDACTED]  
 Equip: [REDACTED] Make: [REDACTED]

Test results for what component?  
 Hook

Material & Dimensions:

Yield (ksi)	Tensile (ksi)	Elongation (%)	Thickness (in)
42-48	58-68	22-26	0.1875-0.2000

CHEMICAL ANALYSIS RESULTS

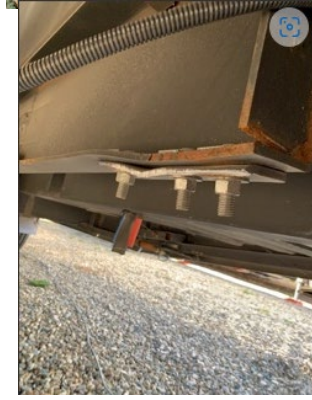
Element	Method	Result	Unit	Symbol	Code
Fe	ASTM A212	99.72	%	Fe	99.72%
Mn	ASTM A212	0.45	%	Mn	0.45%
P	ASTM A212	0.008	%	P	0.008%
S	ASTM A212	0.005	%	S	0.005%
C	ASTM A212	0.25	%	C	0.25%
Si	ASTM A212	0.03	%	Si	0.03%
Al	ASTM A212	0.005	%	Al	0.005%
N	ASTM A212	0.005	%	N	0.005%
O	ASTM A212	0.005	%	O	0.005%
Cr	ASTM A212	0.005	%	Cr	0.005%
Cu	ASTM A212	0.005	%	Cu	0.005%
Mo	ASTM A212	0.005	%	Mo	0.005%
Ni	ASTM A212	0.005	%	Ni	0.005%
Co	ASTM A212	0.005	%	Co	0.005%
As	ASTM A212	0.005	%	As	0.005%
Se	ASTM A212	0.005	%	Se	0.005%
Ag	ASTM A212	0.005	%	Ag	0.005%
Cd	ASTM A212	0.005	%	Cd	0.005%
Sb	ASTM A212	0.005	%	Sb	0.005%
Bi	ASTM A212	0.005	%	Bi	0.005%
Average Hardness	172.7-172.7				

BOLT STRENGTH TEST RESULTS

Sample #	Average Hardness
1	
2	
3	
4	
5	
6	
7	
8	

Drawn By: [REDACTED] Approved: [REDACTED] [ ]  
 Date: [REDACTED]  
 Quality: [REDACTED] Approved: [REDACTED] [ ]  
 Date: [REDACTED]

Notes:



Case# [REDACTED]

- This case is a correspondence between the customer and LCI after the customer's case was referred to LCI. No photos or attachments, only email communications.

Case# [REDACTED]

- Same as previous case. Appears another case was opened when the customer emailed an additional request about their concern. No attachments or photos.

VIN [REDACTED]

- Thor reported this case and stated that they had forwarded the case information to LCI. There are no cases in Salesforce pertaining to the stated issue. No claims reported for the hitch in Salesforce.

VIN [REDACTED]

- Thor reported the case, which includes communication with LCI. LCI case number [REDACTED] Retail customer sent in an email:
- The email did not include a VIN. No other information was collected. Retail customer was referred to Thor.

✓  [REDACTED] December 25, 2023 at 2:31 PM   
To: customerservice ⓘ

Hi we have a 2016 Thor Miramar. Yesterday we found that the hitch was splitting apart. Luckily we saw it before losing the car we were flat towing. I am not contacting you with the expectation of a repair, I just want you to know about it in case it's an issue with other rigs. We purchased the rv and car together from our sibling. So both of our families have towed the same car.. I cannot say what the original owners towed. Because I do not know. Our setup is 2016 Miramar 34.3 with 40,000 miles and the car we flat tow is a 2019 GMC Acadia. The Acadia should be around 5,000 lbs or less. The hitch is rated at 8,000.

Thanks and Merry Christmas!  
[REDACTED]

✓  [REDACTED] December 27, 2023 at 9:27 AM   
To: [REDACTED] ⓘ

Thank you for reaching out on this, and as far as we see, this is not a known issue on the LCI side. We would advise to reach out to Thor as well just to see what they have on their end.

Best,  
Dave G.  
Lippert Care Center Axle/Chassis Tech  
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