

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Date: Tuesday, November 28, 2023 1:09:18 PM
Attachments: [image001.png](#)

Leslie,

Thank you for your reply. Please supply the best Lippert phone number you have so I can follow up with them. I'm not very optimistic that they'll provide any compensation but I've been researching Lippert hitch issues and have found that many other owners have had the similar failure issues. I'll at least try and call them.

Regards,



On Nov 27, 2023, at 9:08 AM, Leslie Derossett <lderossett@tmcrv.com> wrote:

Good Morning I had this reviewed and for reimbursement it would have to go through Lippert themselves to be reimbursed. I have a good phone number for them if you need it. It looks like you reached out to Jeannine here she has forwarded me the emails and asked me to reach out today. Yes this is a thor but that manufacture of the part is Lippert and they do have there own warranty. Back on November 3rd when you sent me the pictures I did forward everything to Lippert but I have not heard a response from them.

Sincerely,



Leslie DeRossett
Customer Service
Thor Motor Coach
<[image001.png](#)>

WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

<https://www.thormotorcoach.com/how-to>

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From: [REDACTED] >
Sent: Thursday, November 16, 2023 5:23 PM
To: Leslie Derossett <lderossett@tmcrv.com>
Subject: [EXTERNAL]Fw: [REDACTED]

Dear Leslie,

I'm concerned that not having resolution for our hitch failure very soon will cause cancelation of upcoming travel plans. Without knowing we have a safe, fully capable hitch for our tow vehicle will keep my wife and I from using our Thor Challenger as originally planned. While Lippert may be Thor's supplier for this integrated component, I bought the Challenge with the hitch installed as part of the chassis and consider it part of the overall Thor product. Never would I think the hitch was something that would cause the safety anguish it has.

My wife and I would appreciate any help boost the process along.

Thanks,

[REDACTED]

On Nov 3, 2023, at 11:58 AM, Leslie Derossett <lderossett@tmcrv.com> wrote:

Thank you for the information. I will forward this along to the vender to have them review it. Lippert would be the one to reimburse you. I will let you know as soon as they reach out to me

Sincerely,

|

Leslie DeRossett
Customer Service

Thor Motor Coach

<image001.png>

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From: [REDACTED]
Sent: Friday, November 3, 2023 11:15 AM
To: Leslie Derossett <lderossett@tmcrv.com>
Subject: [EXTERNAL]RE: [REDACTED]

Leslie,

The costs I would like to recoup due to the hitch failure include the following:

Emergency Weld repair of Hitch	\$510.00
Repairment Tow Bar and Cable	\$1413.09

This \$1923.09 cost was needed to just resume our trip and return home.

The damage to the Roadmaster Tow Defender still needs to be repaired at and additional \$387.64

I believe it is also prudent to replace the repaired hitch with a new one. The original hitch was a Lippert Component #360-231 and the Thor parts Dept listed them at \$380.62 plus shipping. However I am leery of reinstalling the same design as one the one that just failed.

I appreciate if you can help in any way to recoup some of my lose in the matter. Receipts are attached.

<image002.png>

Regards

[REDACTED]

<image003.png>

From: Leslie Derossett <lderossett@tmcrv.com>

Sent: Thursday, November 2, 2023 2:12:00 PM

To: [REDACTED]

Subject: [REDACTED]

Sincerely,

|

Leslie DeRossett

Customer Service

Thor Motor Coach

<image001.png>

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Sent from [Mail](#) for Windows