

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Date:** Monday, November 27, 2023 9:15:41 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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



[WarrantySupport@tmcrv.com](mailto:WarrantySupport@tmcrv.com)

Customer Service Line: 877-855-2867

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

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[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 [REDACTED] and the Thor pats 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.



Regards

**From:** Leslie Derossett <[lderossett@tmcrv.com](mailto:lderossett@tmcrv.com)>

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

**To:** [REDACTED]

**Subject:** [REDACTED]

Sincerely,

Leslie DeRossett  
Customer Service  
Thor Motor Coach



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