

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Date: Friday, September 16, 2022 11:30:22 AM
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.png](#)
[dent boys estimate.pdf](#)

Here is the estimate for the Chevy. This is from State Farm claims

Janet Farmer

Office Representative – Doug Stokes

760 Blue Lakes Blvd N
Suite 1
Twin Falls, ID - 83301
Mon-Fri 9:00am to 5:00pm (MST)
Other Times by Appointment
Phone: (208) 734-7765



Providing Insurance and Financial Services



FOR A QUOTE CLICK HERE! | [Doug Stokes – State Farm®](#)

For a Google Map to our office or to write a review – [PLEASE CLICK HERE!](#)



Okay when everything is in writing, can you please email it to me, or have the customer email it to me directly please?

Amanda Czerna
Customer Service
Thor Motor Coach



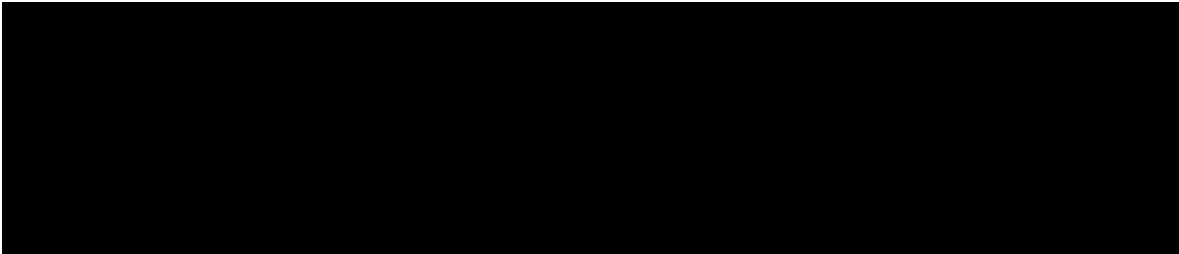
WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

<https://www.thormotorcoach.com/blog?tag=All%20Articles>

Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles. NOBODY Will Build Them Better.

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner.



At this time we only have the estimate for the bodyshop for the Chevy. Mr. Tracy is in the process of getting an estimate for the damages to the Thor.

Janet Farmer

Office Representative – Doug Stokes

760 Blue Lakes Blvd N
Suite 1
Twin Falls, ID - 83301
Mon-Fri 9:00am to 5:00pm (MST)
Other Times by Appointment
Phone: (208) 734-7765

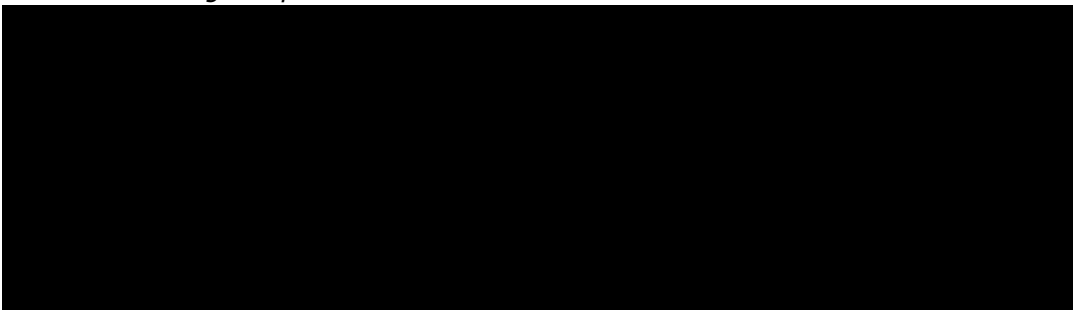


Providing Insurance and Financial Services



FOR A QUOTE CLICK HERE! | [Doug Stokes – State Farm®](#)

For a Google Map to our office or to write a review – [PLEASE CLICK HERE!](#)



Are there any invoices for the repairs? We will also need those.

Amanda Czerna
Customer Service
Thor Motor Coach



WarrantySupport@tmcrv.com

Customer Service Line: 877-855-2867

<https://www.thormotorcoach.com/blog?tag=All%20Articles>

**Thor Motor Coach Will Produce the Highest Quality Recreational Vehicles.
NOBODY Will Build Them Better.**

This e-mail transmission, and any documents, files or previous e-mail messages attached to it may contain confidential information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender. Please destroy the original transmission and its attachments without reading or saving in any manner.

Hi Amanda

Thank you for speaking with me today. Our mutual customer [REDACTED] was involved in an accident on August 17, 2022 when traveling through Mountain Home, Arkansas in his Thor motorhome. He was towing his personal vehicle, a 2019 Chevy Traverse. A short summary is that the hitch plate that is bolted underneath the Thor motor coach snapped off, and the hitch, blue ox towing apparatus and the Chevy traverse went solo and hit a pole causing significant damage to the towing apparatus and the Chevy. There is also damage to the undercarriage, and ladder of the Thor. See attached photos.

The point of contacting Thor Motor Coach is that the steel hitch plate that is still bolted to the motor coach had a significant failure, therefore causing a chain reaction of damages. This being a brand new motorhome should be taken into consideration, that there should not be a failure of this kind.

State Farm claims were contacted, and the claim number for the Thor is [REDACTED]. The claim number for the Chevy is [REDACTED]. If you need to contact our claims team, they can be reached at 1-855-341-8184.

Janet Farmer

Office Representative – Doug Stokes

760 Blue Lakes Blvd N

Suite 1

Twin Falls, ID - 83301

Mon-Fri 9:00am to 5:00pm (MST)

Other Times by Appointment

Phone: (208) 734-7765



Providing Insurance and Financial Services



FOR A QUOTE CLICK HERE! | [Doug Stokes – State Farm®](#)

For a Google Map to our office or to write a review – [PLEASE CLICK HERE!](#)