

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Date:** Wednesday, August 25, 2021 12:59:22 PM  
**Attachments:** [image001.png](#)

---

Hello [REDACTED]

According to what I was told, MORryde extends that frame and installs the hitch.

Thank you,

*Mark Haines*  
**Customer Service**



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

Dealer line: 877-500-1020 Customer line: 877-855-2867

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.

**Thor Motor Coach will Produce the Highest Quality Recreational Vehicles.  
NOBODY will build them better.**

[REDACTED]

The problem with the failure is not the hitch but the extended the frame. The extended frame has metal fatigue from when it was formed. Who extended the frame?

[REDACTED]

Sent from my iPhone

On Aug 25, 2021, at 7:09 AM, [REDACTED] > wrote:

Good morning [REDACTED]

Due to the age of your coach, unfortunately, there isn't anything Thor can do. The hitch assembly is installed to the chassis by MORryde. You can try calling them at (574)293-1581. If you have any extended warranties, you can try going through those as well.

Thank you,

*Mark Haines*  
**Customer Service**

<image001.png>

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

Dealer line: 877-500-1020 Customer line: 877-855-2867

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.

**Thor Motor Coach will Produce the Highest Quality  
Recreational Vehicles.  
NOBODY will build them better.**

---

**Subject:** [EXTERNAL]Failed hitch

<image002.jpg>

<image003.jpg>

<image004.jpg>

<image005.jpg>

<image006.jpg>

<image007.jpg>

Help would be appreciated.

