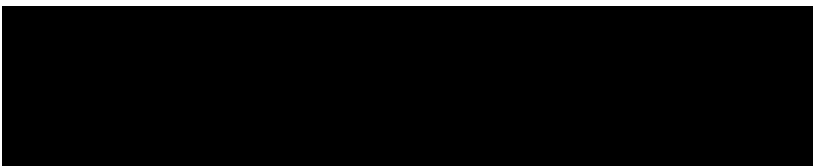


**From:**  
**To:**  
**Subject:**  
**Date:**  
**Attachments:**



Friday, February 10, 2023 4:18:24 PM  
[image0.jpeg](#)  
[image1.jpeg](#)  
[image.png](#)



Thank- you for the quick reply. Let me clarify, the bolted on hitch is fine. The frame where it is bolted to is cracked.

Your brochure states “8,000-lb. Trailer Hitch with 7-pin Round Connector”.

My aluminum car trailer is rated at 7,000 lbs. the unladen weight is 1,460 lbs. The weight of the Sante Fe SUV is approximately 4,000 lbs. for a combined weight of 5,460 lbs. - less than the advertised 8,000 lb. Trailer Hitch.

Here are some photos of the cracks:



This could of resulted in a serious accident.

Regards,



Sent from my iPhone

On Feb 10, 2023, at 3:45 PM,  wrote:

Thank you for contacting Thor customer service, I want to apologize that you are having concerns with your hitch. I understand that you have been towing items, I am unsure how heavy the items that you are carrying are but I can see that we do not advise you to tow over 4000 lbs. Your GCWR is 26000 and the GVWR is 22000, towing capacity is the difference of the 2. We would not be able to determine the cause with out a diagnostics from service.

Thank you,

**Kaitlyn Ryan**

Customer Service  
Thor Motor Coach



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

Customer Service Line: 877-855-2867

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

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NOBODY Will Build Them Better.**

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