

**From:**

**To:**

**Subject:**

**Date:**

Friday, February 24, 2023 11:23:24 AM

**Attachments:**

[image001.png](#)

[image001.png](#)

[image002.jpg](#)

[image003.jpg](#)

[image001.png](#)


[Screenshot 2023-02-24 103459.png](#)

[Capture.PNG](#)

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But Thor implies (in their brochure) the coach can tow 8000 lbs (trailer hitch) and various websites also state the towing capacity is 8000lbs.

The problem is Thor's.

  
Sent from my iPhone

On Feb 24, 2023, at 10:39 AM,  wrote:

Please see attached your shipping weight, which is 17,092, your GVWR is 22,000, and your GCWE is 26000. If you take the GCWR and the GVWR away from each other, you are left with 4000 lbs.

Customer service and tech both have this information to share, typically people will call in when they have questions as we are here for assistance, and we also have information such as this that could be a larger concern if the weight is exceeded.

Thank you,

*Kaitlyn Ryan*

Customer Service

Thor Motor Coach

image001.png



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

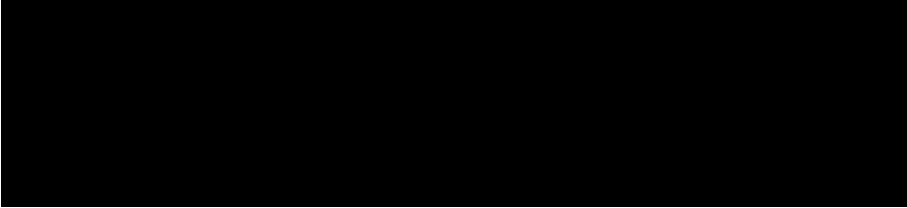
Customer Service Line: 877-855-2867

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

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

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Kaitlyn:

I am in disagreement with your analysis.

The GVWR (Gross Vehicle Weight Rating) is the maximum allowable weight of the fully loaded vehicle (including passengers and cargo).

The GCWR (Gross Combined Weight Rating) is the maximum allowable weight of the vehicle, cargo, passengers and trailer combined.

Your analysis is only true if the motor home total weight came to the maximum 22,000 lbs. I cannot find anywhere what the curb (or empty) weight of the Thor Hurricane 34J. I did find some information on a Thor Windsport (somewhat similar) that the empty weight is around 16,000 to 17,000 lbs.

Additionally, when searching on the web, I found two websites that state the "Towing Capacity is 8,000 lbs," ([www.rvusa.com](http://www.rvusa.com) and [www.thorrvsource.com](http://www.thorrvsource.com)).

I claim that the Thor brochure is very misleading and Thor Motor Coach needs to clarify their technical bulletin and they should inform all registered owners that the "8,000-lb. Trailer Hitch with 7-pin Round Connector" does not imply the coach has an 8,000 lb. towing capacity. I see motor homes on the road with many of them towing a trailer with a vehicle on it. Thus is of great concern to me and it should also to Thor Motor Coach.

Since Thor installed the trailer hitch to the Ford F53 chassis, it is Thor's responsibility to determine the maximum towing capacity and maximum tongue weight. If the frame was to completely fail, the trailer and load (still attached to the trailer hitch) would become completely free and out of control that probably would have caused a catastrophic accident.

I feel that Thor is responsible for the repair (see attached estimate) and also to notify their customers that the implied towing capacity is incorrect.

Regards,



I understand the hitch itself is an 8k. However, the coach, due to size and weight is only rated to tow 4,000 lbs. That's with a coach that is loaded for travel. That is why I supplied the two weights previously and provided the answer on how much you are recommended to tow which is 4000.

Also, this coach is a 2017, years of towing more than the tow rating could be a factor in this. At this time we would only be able to advise service, and if anyone at anytime has questions on how much they are able to tow, we are here to assist with the correct answer.

Thank you,

*Kaitlyn Ryan*

Customer Service  
Thor Motor Coach

image001.png



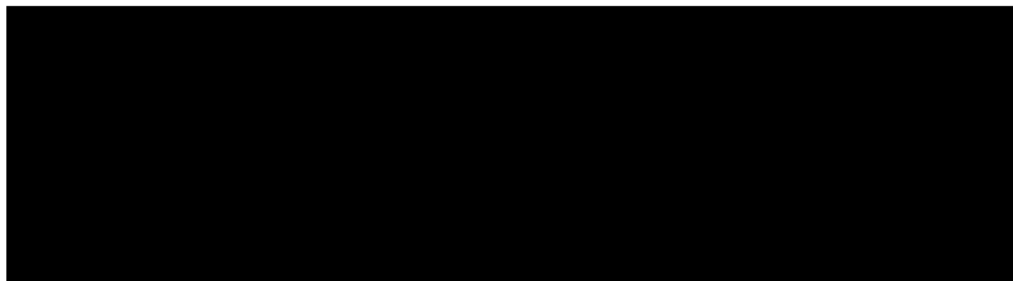
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Thank- you for the quick reply. Let me clarify, the bolted on hitch is fine. The frame where it is bolted to is cracked.

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:

image002.jpg



image003.jpg



This could of resulted in a serious accident.

Regards,

David Light  
Sent from my iPhone

On Feb 10, 2023, at 3:45 PM, Kaitlyn Ryan <[kryan@tmcrv.com](mailto:kryan@tmcrv.com)> 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



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