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SENDER'S E-MAIL:
dbensman@fgks-law.com

May 19, 2005

VIA E-MAIL

Ms. Patricia Wallace
National Highway Traffic Safety Administration
Office of Defects Investigation
400 7th Street, S.W. NSA-11
Washington, D.C. 20590

Re: Thor California, Inc.
Recall No.: 04V-241

Dear Ms. Wallace:

Attached please find a copy of the following documents being submitted by Thor California, Inc. ("Thor California") in connection with the pending recall campaign referred to above.

1. Recall Service Bulletin
2. Recall Notice to be sent to registered owners
3. Recall Notice to be sent to Thor California dealers
4. Recall Postcard

Since the time of the filing of the Defect and Non-Compliance Report for this recall campaign, Thor California has determined that a different remedy is required to correct the defect that led to the initiation of the recall campaign. As a result, Thor California has modified the repair procedures for this recall campaign. The modified repair procedures are set forth in the Recall Service Bulletin attached hereto.

In order to advise all parties involved in this recall campaign of the modified repair procedures, Thor California has sent the attached Recall Notices to the registered owners of the travel trailers that are subject to the recall campaign and to the Thor California dealers that will be implementing the recall campaign. The attached postcard is being used by Thor California in order to be able to assist in tracking the results of this recall campaign.

RECEIVED
MAY 23 A 9:27
OFFICE OF
DEFECTS INVESTIGATION

Ms. Patricia Wallace
May 19, 2005
Page 2

The attached documents are being provided for your records. If you have any questions regarding the attached documents, please feel free to contact me.

Very truly yours,

Daniel A. Bensman

th
Enclosures

cc: Thor California, Inc.
Mr. John M. Garmhausen

G:\Thor\Thor CA\NHTSA Rec\Wt Dist\Wallace, Patricia-enc docs

THOR CALIFORNIA

14255 Elsworth St. Moreno Valley, CA 92553

RECALL NOTICE

RECALL CAMPAIGN No. 04V-241

Dear Dealer:

This notice is a follow-up to a notification sent to you in January 2005. Since that original notification, a revised repair procedure has been developed.

We have identified a group of 2004 Fury 29FTB and 2004 Vortex 293VTB travel trailers that may be subject to A-frame, coupler, and/or safety chain failure due to the installation of incorrectly sized A-frame material, coupler and safety chains. A Safety Recall procedure has been initiated to install steel reinforcing to the A-frame assembly, install a higher-rated coupler assembly and higher-rated safety chains. The enclosed Recall Service Bulletin #04V-241 details this procedure.

We have identified and contacted owners of units that may be affected. A copy of that letter is also enclosed. We have instructed affected owners to contact you and schedule an appointment with your facility to have this recall performed. The recall is to be performed at no cost to the retail customer.

What We Are Asking You To Do

Please read and become familiar with the recall repair procedure, including the tools and parts required. You may receive calls from retail owners to schedule an appointment. Please schedule these appointments according to your work load and customer accommodation. Please call for authorization before performing the recall to any unit. When ordering the parts required for this repair, the parts order must be accompanied by vehicle identification numbers of the units to be repaired.

The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Generally, failure to repair within sixty (60) days after the owner's first delivery for repair is assumed to be an unreasonable delay.

All unsold trailers in your possession that are subject to this recall campaign must be held and inspected/repared in accordance with the service procedure of this campaign bulletin before owners can take possession of these trailers. Please service all trailers subject to this recall campaign at no charge to the owners, regardless of age or vehicle ownership, from this time forward.

You should contact owners of trailers recently sold from your vehicle inventory for which you have received the owner notification letter and make arrangements to perform the required service according to the instructions enclosed with this bulletin. At a minimum, mail the owner a copy of the owner notification letter accompanying this bulletin.

What THOR California Will Do

Since this recall is to be performed at no charge to the retail customer. THOR California, Inc. will reimburse you as outlined in the Recall Service Bulletin. If you have questions about this recall, or require further information or assistance, please contact THOR California Customer Relations Department at (888) 697-8467.

It is our goal that working with you we can continue to deliver a high level of customer support to our retail owners. You are an important part of our customer support team, and we appreciate your cooperation.

Sincerely,

THOR California, Inc.

THORCalifornia, Inc.
NOTIFICATION OF SAFETY RECALL

If you have sold your travel, please complete the following information and mail this card immediately.

If you are still the owner of the trailer, please present this card to the repair facility completing the recall. They will submit the card to THORCalifornia to verify completion of the recall and to process the warranty claim.

The Vehicle Identification Number (VIN) is printed on the chassis of your trailer. Please check it with the VIN printed on the front of this card.

☐ **I have sold/traded my trailer to:**

Name _____

Address _____

City _____ **State** _____ **Zip** _____

This Safety Recall has been completed by:

Service Center _____

Date _____

Post stamp
here. The Post
Office will not
deliver mail
without proper
postage.

**THORCALIFORNIA
14255 ELSWORTH ST
MORENO VALLEY CA 92553**

ATTN: OWNER RELATIONS COORDINATOR

THOR CALIFORNIA

RECALL SERVICE BULLETIN

THOR CALIFORNIA, INC.
14255 Elsworth Street
Moreno Valley, California 92553

Date: April 30, 2005

Ref. #: 04V-241

Subject:

**A-Frame Reinforcement
Coupler and Safety Chain Upgrade**

Application:

2004 Fury 29FTB / 2004 Vortex 293VTB
Manufactured between April 2003
and December 2003

The bulletin describes the procedure to add reinforcing steel to the A-frame, install a new coupler with higher weight capacity, and higher capacity safety chains.

TOOLS REQUIRED

Floor jack(s), jack stands of sufficient capacity to lift and fully support the trailer.
Welding (MIG) equipment
Cutting (acetylene) equipment
Grinder
Hand and/or power tools to remove stabilizer jacks and components mounted on the A-frame
1/4" and 1/2" drill and drill motor
Fire extinguishing equipment

PARTS/MATERIALS REQUIRED

Qty.	Part No.	Description
1	R000006	Parts kit containing the following (except primer & paint):
2	R000005	U-channel, 2X2X2X54"
1	R000001	Coupler assembly, 13,000 lb. capacity
1	R000004	Plate, post jack, 2M
2	R000002	Chain, safety, 16,000 lb.
1	R000003	Rod, 7/16" cold-rolled for chain
A/R		Primer/black chassis paint (acquire locally)

This Service Bulletin is for information only and is not an authorization for repairs.

PROCEDURE (See Illustrations)

1. Locate the unit on a solid, level area where the front frame can be raised and supported on stands. Park unit in a straight line to minimize chassis twisting. Lift with the tongue jack. Set jack stands under the A-frame at the front wall. Retract the tongue jack.
2. Remove the following components from the A-frame:

Propane cylinders, regulator, switchover valve and tray (do not disconnect system)

Battery and battery box

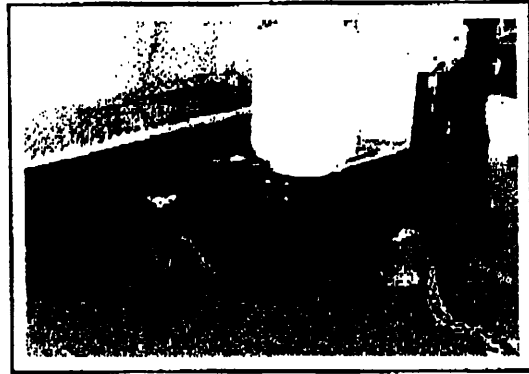
Breakaway switch

Electrical components and wiring attached to the A-frame

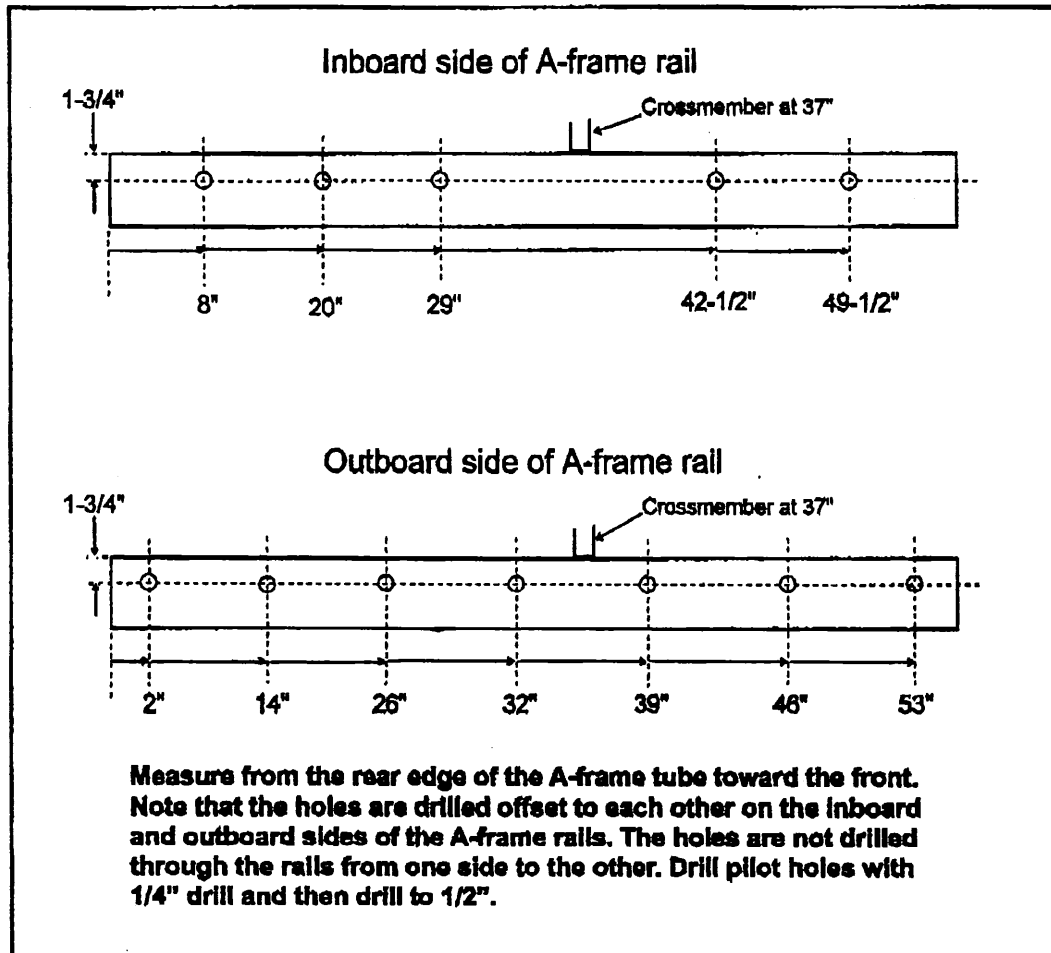
Disconnect (if electric) and remove tongue jack

NOTE: Do not remove customer installed items such as hitch bar mounts, etc.)

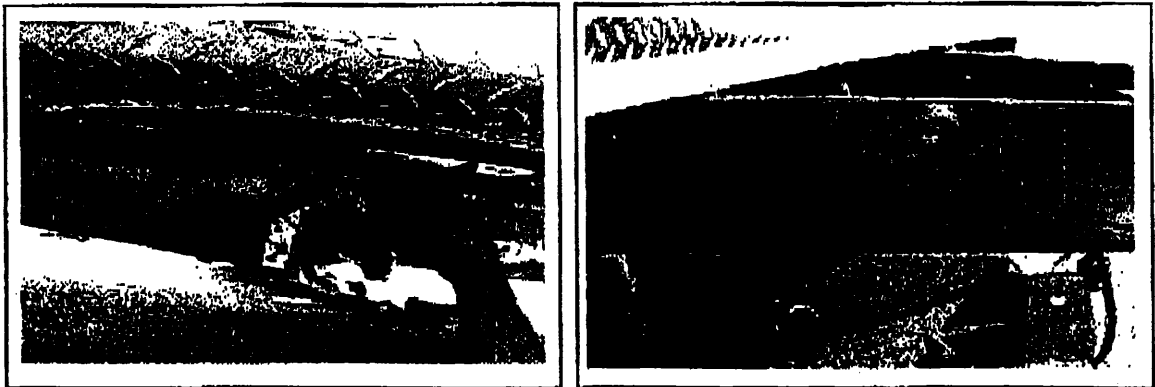
3. Torch cut off the coupler and safety chains.



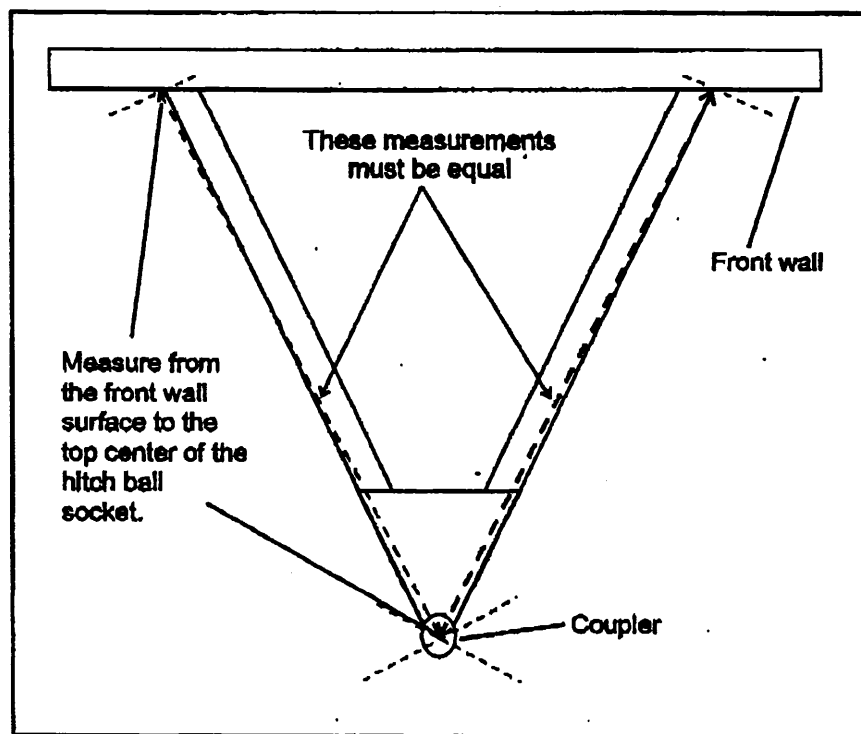
4. Grind off old weld down to the A-frame channel.
5. Carefully mark and drill $\frac{1}{4}$ " pilot holes, and drill $\frac{1}{2}$ " holes in the A-frame channel as shown in the illustration. (NOTE: If it is anticipated that several or many units will be repaired, a drilling jig can be made to reduce the time involved in measuring.)



6. Look through the A-frame channel from the rear. Check for any obstructions. The reinforcing steel must be inserted from the rear and it extends to 17" past the front wall. The inside of the channel must be clear for at least this distance.
7. Insert the reinforcing steel into the A-frame with the open side down. The tab welded to the end of the steel must be inserted first. Slide it toward the front until it is flush with the end of the A-frame channel. Clamp the end of the reinforcing steel to the end of the A-frame channel. The reinforcing steel must be held in the channel squarely to the top of the channel with little or no gap.



8. Weld the reinforcing steel to the A-frame channel through the drilled holes. Weld all around the holes. Weld the end of the reinforcing steel to the A-frame channel end.
9. Remove weld residue, grind flat.
10. Set and temporarily clamp in place the new coupler. Measure along either the inside or the outside of both A-frame rails to the top and center of the hitch ball socket. The measurement must be the same on both sides. Adjust the position of the coupler as required. Clamp securely and weld coupler to the A-frame rails.



11. Torch cut off the bottom tongue jack plate.
 12. Temporarily attach the tongue jack to the coupler. Tighten bolts to hold it in place.
 13. Slide the new lower plate onto the lower jack extension. Slide the plate up to the A-frame rails, position it squarely and clamp it in position.
 14. Remove the tongue jack and weld the lower plate to the A-frame rails.
 15. Slide the end links of the new safety chains onto the 7/16" cold rolled steel bar. Clamp the bar and chains to the A-frame in the original position, and weld in place.
 16. Remove all weld residue and grind welds flat. Prep for paint.
 17. Clean areas where component were removed. Remove all rust, etc. and prep for paint.
 18. Mask front wall and other areas from paint overspray. Prime and paint with chassis black paint.
 19. Reinstall all components removed in previous steps. Remake any electrical connections that were cut during disassembly.
 - Propane cylinders, valves, tray
 - Battery box and battery
 - Wiring and other electrical components
 - Other components
 20. Test tongue jack and other electrical components for proper operation.
 21. Remove jack stands.
-

Warranty Labor Allowance:

**Prior authorization is required for this repair.
Call for authorization.**

**Flat Rate Code: 150035 Recall 04V-241, A-frame reinforcement, coupler upgrade
PAR**

THOR CALIFORNIA

14255 Elsworth St. Moreno Valley, CA 92553

RECALL NOTICE

RECALL CAMPAIGN No. 04V-241

VIN:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, and is a follow-up to a notification sent to you in January 2005. Since that original notification, a revised repair procedure has been developed.

Reason for Notification

THOR California, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2004 Fury 29FTB and 2004 Vortex 293VTB model travel trailers manufactured during the period from April 2003 through December 2003. According to our records, your trailer may contain this defect. For this reason we ask that you arrange for your dealer to correct your vehicle without delay. The service and required parts will be provided free of charge. If you have sold or traded your trailer, please fill out the enclosed postcard and mail it to THOR California so that we can locate the current owner of the trailer.

Description of Defect

We have determined that the A-frame, coupler and safety chains were not sized correctly to meet the stated capacity of the trailer.

Description of Remedy

The program to be implemented by THOR California to remedy the defect includes this notification to all current owners of the subject trailers. To correct the defect, your dealer will:

- a) install steel reinforcement to the A-frame members
- b) install a new, higher capacity coupler assembly
- c) install new, higher capacity safety chains

Failure to have this important recall completed may result in severe bending of the A-frame assembly, failure of the coupler assembly and/or failure of the safety chains, possible loss of trailer control while towing, and the possibility of a vehicle crash as a consequence of loss of trailer control. Please have this recall performed as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your trailer.

What We Would Like You To Do

Please take your trailer to your selling dealer or any other authorized THOR California servicing dealer to have the repairs performed. Dealers and service centers have been informed of this recall and are prepared to perform it to your satisfaction. This recall will be performed at no cost to you.

You should call your dealer or service center at your earliest convenience to schedule an appointment. When you take your trailer to the dealer, please bring this letter and your warranty/ownership documents with you. This will allow the dealer to prepare the necessary warranty forms most efficiently. The work will take about four (4) hours to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. Once the repairs are completed, please present the attached postcard to the repair facility for submission to THOR California.

If the defect referred to above has been repaired on your trailer before you received this recall notification, and if you incurred any direct cost in connection with obtaining such repair, you may seek reimbursement from THOR California. In order to obtain reimbursement, you must submit the following information: (1) your name and mailing address; (2) the Vehicle Identification Number (VIN) for your trailer; (3) a reference to this recall campaign 04V-241; (4) a copy of the receipt or invoice for the repair.

This reimbursement may be obtained by sending your request for reimbursement along with the above information to:

THOR California, Inc.
14255 Elsworth Street
Moreno Valley, CA 92553-9013
Customer Relations Department: (888) 697-8467

We have notified the National Highway Traffic Safety Administration of the recall and the procedures involved. However, should THOR California fail or be unable to correct the defect, without charge, you may write to:

*Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590*

or call the toll-free Auto Safety Hotline at (888) 327-4236.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. Thank you for your patience and support in helping us to keep you safe. We appreciate your continued loyalty to and confidence in THOR California and our products. It is our goal to continue to provide you with high-quality, high-value products for your recreational experience.

Sincerely Yours,

THOR California, Inc.