

THOR
INDUSTRIES, INC.

419 West Pike Street, PO Box 629, Jackson Center, OH 45334-0629

June 19, 2007

VIA E-MAIL - RECEIPT CONFIRMATION REQUESTED

Mr. George H. Person
National Highway Traffic Safety Administration
Office of Defects Investigation
400 7th Street, S.W. NSA-11
Washington, DC 20590

07V-281
(11 Pages)

Re: Thor California
Defect and Non-Compliance Report

Dear Mr. Person:

Thor California has decided that a defect which relates to motor vehicle safety exists in the recreational vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

A. Manufacturer Information. The affected trailers were manufactured by:

THOR California, Inc.
14255 Elsworth St.
Moreno Valley, CA 92553-9013

The agency should contact the following individual with respect to this recall:

Brad Williams
Director of Service
THOR California, Inc.
14255 Elsworth St.
Moreno Valley, CA 92553-9013
(951) 697-4190
bwilliams@thorca.com

B. Recall Population and Vehicle Identification.

The vehicles involved in this recall include all Jazz Model 2510TT travel trailers manufactured during the period from March 12, 2005 through November 1, 2006. THOR California, Inc. reports a total of approximately 149 as the number of units requiring inspection and repair of the safety defect. THOR California, Inc. estimates that 100% of the above listed trailers contain the safety defect.

C. Description of Defect. On trailers affected by this recall, possibilities exist that the consumer can load the trailer and reduce the tongue weight of the trailer sufficiently to cause excessive vehicle sway under certain road conditions. This sway could develop into a loss of vehicle control, which could lead to a crash resulting in personal injury or death.

- D. Basis for Determining that a Defect Exists. The defect was discovered after multiple customer complaints. A field repair has been developed and is outlined in the Service Bulletin. THOR California, Inc. is not aware of any injuries that have resulted from this safety defect. THOR California, Inc. is aware of one accident that has resulted from this safety defect.
- E. Remedying of Defect. THOR California, Inc. will notify all known registered owners of the subject trailers, including but not limited to all dealers with such trailers in stock. Owners will be instructed to take their trailer to the nearest THOR California dealer or service center for repair. THOR California's authorized dealer and service centers will be provided written instructions identifying the potential defect and the repair procedure required. THOR California will, through its dealer service network, repair the defect as outlined in the Service Bulletin, at no charge to the customer.
- F. Owner Notifications. THOR California, Inc. intends to conduct a customer notification 15 days after your approval of the Owner's Letter. A copy of the Owner's Letter is included for your approval.
- G. Dealer Notifications. THOR California, Inc. intends to conduct a dealer notification 10 days after your approval of the Dealer's Letter. A copy of the Dealer's Letter is included for your approval.
- H. Quarterly Reporting Requirements. THOR California will be responsible for filing quarterly reports in connection with this recall campaign.
- I. Campaign Number. THOR California will use the recall campaign number 150006 internally to identify this recall.

The enclosed information should comply with the NHTSA regulations and satisfy the obligations of Thor California with respect to this recall campaign. If you need any additional information regarding the participation of Thor California in this recall campaign, please feel free to contact me at 937-596-6849, Ext. 7363.

Sincerely,



David M. Mihalick
Thor Industries
Standards Compliance Manager

THOR CALIFORNIA

RECALL NOTICE

RECALL CAMPAIGN No.

VIN:

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

REASON FOR NOTIFICATION

THOR California, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2005, 2006, and 2007 Jazz Model 2510FL TT travel trailers manufactured during the period from 12 March 2005 through 1 November 2007. According to our records, your trailer is in this group. 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 on trailers affected by this recall, a possibility exists that under certain load and speed conditions, excessive vehicle sway could develop leading to a loss of vehicle control. This loss of control could lead to a vehicle crash resulting in personal injury or death.

DESCRIPTION OF REMEDY

The campaign 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 install weight compensating steel to the trailer A-frame and reinforce the axle hangers if necessary. The trailer weight certification labels will be replaced with new weight certification labels. Enclosed with this letter is a *Guide to Trailer Loading and Weighing* to help you properly load and weigh your trailer.

Failure to have this important recall completed may result in loss of trailer stability under certain load and speed conditions leading to excessive sway and loss of vehicle control. This loss of control could lead to a vehicle crash resulting in personal injury or death. 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 repairs 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 five (5) 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; (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, (TTY (800) 424-9153 or Internet <http://www.safercar.gov>

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.

THOR CALIFORNIA

RECALL NOTICE

RECALL CAMPAIGN No.

Dear Dealer:

We have identified a group of 2005, 2006, and 2007 Jazz Model 2510FLT travel trailers manufactured during the period from 12 March 2005 through 1 November 2007 on which a possibility exists that under certain load and speed conditions, excessive vehicle sway could develop leading to a loss of vehicle control. This loss of control could lead to a vehicle crash resulting in personal injury or death. A Safety Recall procedure has been initiated to repair this defect. The repair procedure requires the removal and replacement of the original weight certification labels with new labels included in the parts kit. The enclosed Recall Service Bulletin details this procedure. The owner of the trailer is also being furnished with a *Guide to Trailer Loading and Weighing* to instruct them on proper loading and weighing techniques.

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 service 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 on any unit.

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/repaired in accordance with the service procedure of this campaign bulletin before owners can take possession of these trailers. It is a violation of Federal law to deliver to a consumer any vehicle covered by a recall campaign until the defect or non-compliance is remedied. 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.



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

Date:

Ref. #:

Subject:

Fresh Water Tank Weight Offset

Application:

Jazz 2510

This bulletin describes the procedure to add weight to the trailer A-frame to offset the weight of water in the fresh water tank. This weight offset will restore the correct tongue weight and improve trailer towing stability. The axle hangers will be reinforced, if necessary. The old weight certification labels (both interior and exterior) will be replaced with new labels.

TOOLS REQUIRED

- Screw gun and driver bits (square, Philips, etc.)
- Power grinder (axle hanger reinforcement only)
- MIG or stick welding equipment (axle hanger reinforcement only)
- Sheetmetal/steel plate welding shields (axle hanger reinforcement only)
- Fire extinguishing equipment (axle hanger reinforcement only)
- Floor jack
- Hand and/or power tools as required
- 10" C-clamp(s)
- 1/2" power drill 3/16" carbide-tip drill bit (pilot hole) 3/8" carbide-tip drill bit
- Open/box wrenches Ratchet/sockets

PARTS/MATERIALS REQUIRED

- | | | |
|-----|---------|---|
| 1 | R000015 | Weight offset kit This kit contains the following:
12 steel plates, 1/4" X 5-1/4" X 56"
2 chassis end caps
4 bolts, 3/8" X 3-1/2", Grade 8 or better
4 nuts, 3/8" nylon locking
Federal weight certification label (exterior)
Weight certification label (interior) |
| 12 | | Chassis hanger support brackets (acquire locally) |
| A/R | | Chassis black paint (acquire locally) |

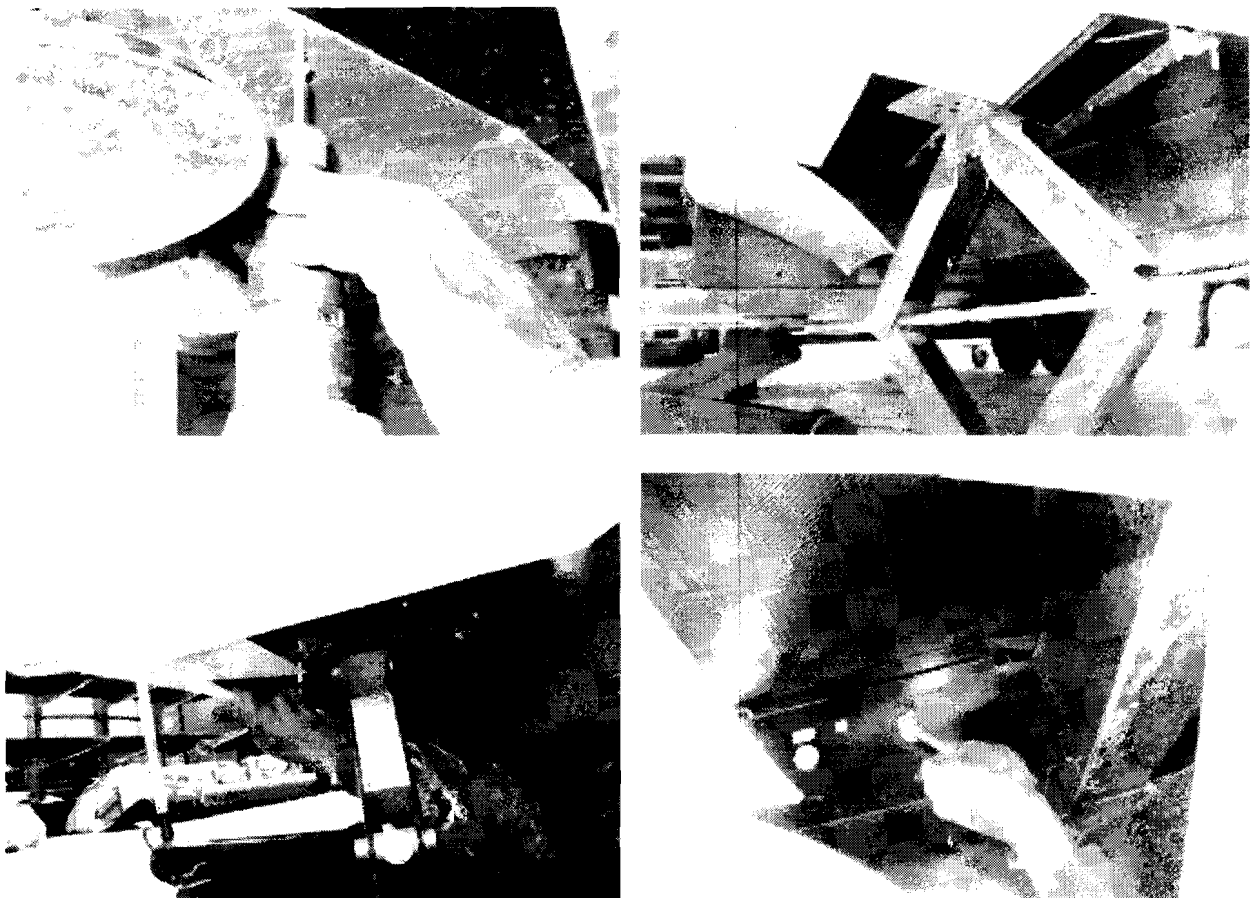
PRELIMINARY PROCEDURES

NOTE: Read through the complete procedure before starting.

1. Level the trailer front to back. Disconnect batteries.
2. Inspect all axle hangers for center gusset supports. If the supports are in place, proceed to **Add A-frame Steel Plates**. If supports need to be added, proceed to **Reinforce Axle Hangers**.

ADD A-FRAME STEEL PLATES

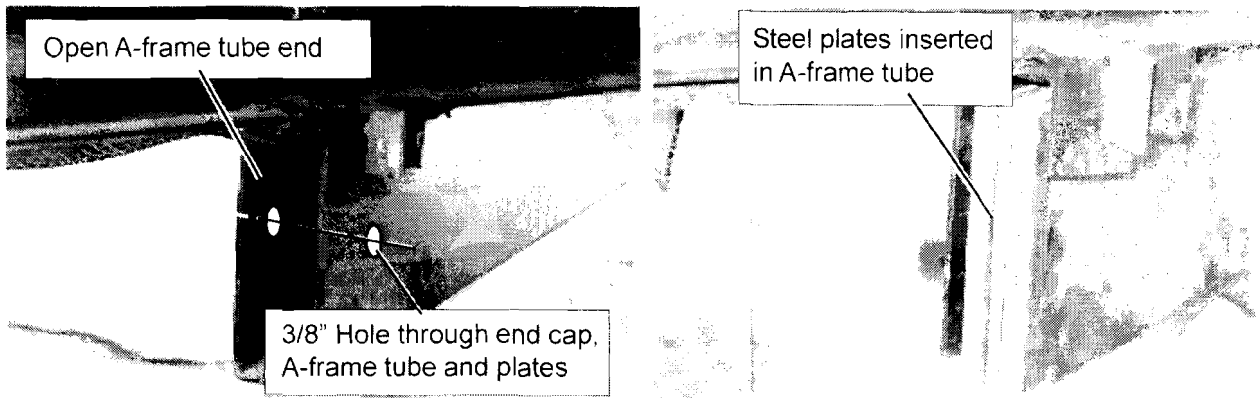
1. Detach the lower edge of the skirt material to the front wall, and back far enough to allow the entry step to be removed without damaging the skirt material. Remove the front entry step, as shown below.





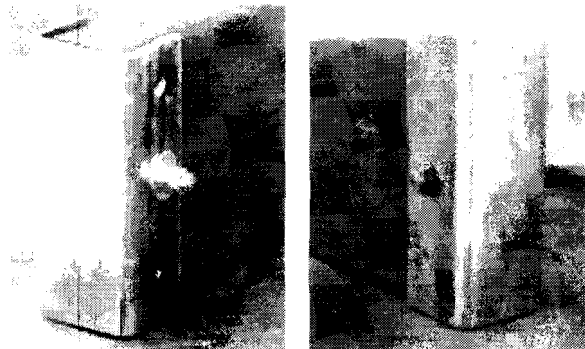
Remove the entry step attaching hardware, and lower the step with the floor jack. Set aside the hardware for reinstallation.

2. Insert 6 steel plates into each of the open ends of the A-frame tubes (6 on each side). Push them in only until they are even with the end of the A-frame tubes.



3. Install the A-frame end cap and clamp in place. With the 3/16" drill bit, center and drill a pilot hole through the end cap and into the A-frame. Follow with 3/8" carbide-tipped drill bit. Insert 3/8" bolt through A-frame tube and plates, attach and tighten nut. To secure the forward end of the plates, drill another hole in the forward end of the A-frame tube 6" - 8" forward of the front crossmember, insert bolt, attach and tighten nut.

4. Paint A-frame tube end cap and bolts all welded areas with chassis black paint.
5. Reinstall entry step. Be sure to use the same holes in the brackets.
6. Reinstall skirt. Replace any broken screws.
7. Remove both interior and exterior weight labels and replace them with the new labels included in the parts kit. Destroy the old weight labels.



End cap installed (bench unit shown). The end cap included in the parts kit may vary from the one shown, but installation is the same.

REINFORCE AXLE HANGERS

The procedure outlined in this bulletin adds reinforcing to the axle hangers and frame rails to improve their strength and minimize the potential of damage.

TOOLS REQUIRED

Floor jack(s), jack stands of sufficient capacity to lift and fully support the trailer.
Welding, grinding equipment
Hand and/or power tools to remove wheels, springs, axles
Fire extinguishing equipment

PARTS/MATERIALS REQUIRED

8 - 2-3/4" X 4" X 1/4" steel plates (acquire/fabricate locally)
Axle hangers (if required) (order from Parts Department)
Black chassis paint (as required, acquire locally)

PROCEDURE (See illustrations)

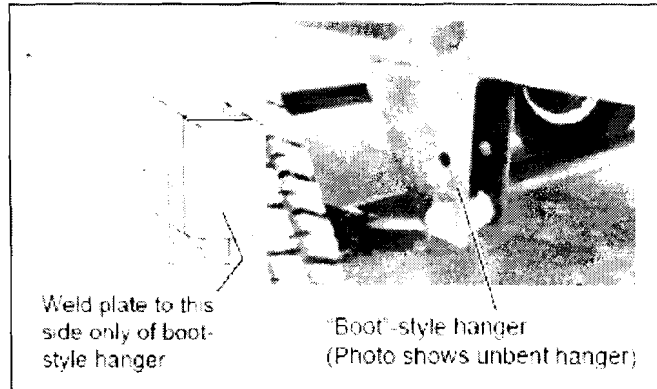
Initial preparation and inspection:

1. Locate the unit on a solid, level area where it can be jacked up, supported on stands, and if necessary remove the wheels. Park unit in a straight line to minimize axle side-loading and chassis twisting. When lifting the trailer, lift evenly without twisting the frame.
2. Carefully examine each of the six spring hangers to determine if they are straight, vertical and parallel to each other. Both straight and "boot" hangers may be installed, and both types should be checked. If ANY bending is observed, check for any cracking at the weld or along the top of the hanger. Any hanger that shows cracking must be replaced. Hangers without evidence of cracking can be straightened in place and reinforced. **Take photos of any hangers needing reinforcing before repairs. Photos must be returned with warranty claim form.**

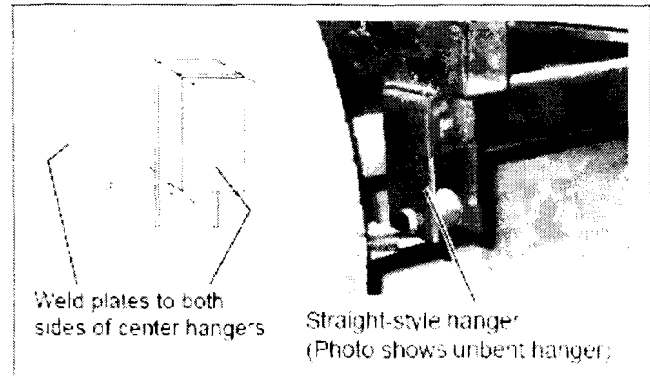
Repair Procedure:

1. Be sure batteries are disconnected. Disconnect and remove the propane tanks, and underbelly material from sparks and open flames.
2. Before attempting to straighten and reinforce or replace hangers, remove axle hanger bolts and shackles. Support the axles after removal of bolts and shackles. Do not allow the axle to hang unsupported, or to hang by the brake wires.

3. Straighten axle hangers as necessary. Reinforce the front and rear hangers by welding a 2-3/4" X 4" X 1/4" steel plate to the the side of the hanger away from the axle. The plate should overlap the outside of the hanger by approximately 1/8" on each side. Reinforce the center hangers by welding 2-3/4" X 4" X 1/4" steel plates to both sides of the hangers.



4. To replace hangers, remove the axles and springs, and torch cut the hangers from the chassis rails. Grind the rail flat and weld new spring hangers in place.



5. After welding all reinforcements, remove any welding slag and residue and paint the new parts and welded areas.

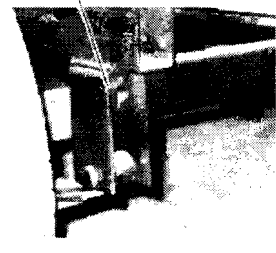
6. Replace axles and wheels.

7. Remove supports and lower trailer to the ground.

8. Reconnect the battery, turn on the LP gas system, and remove any protective materials from fuel tank and pumping system.



Weld reinforcing plate to this side only on front and rear hangers



Warranty Labor Allowance:

Prior authorization is required for this repair.

Call for authorization

Flat Rate Code: 150006 Recall Jazz fresh water tank weight offset

2.0 hrs. PAR

150007 Axle hanger reinforcement

2.0 hrs. PAR Photos of unsupported hangers required.