

# THOR CALIFORNIA

## RECALL NOTICE

RECALL CAMPAIGN No. 07V-282

### 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 Transport Model 19WSDTT, Transport Model 2500SRDTT, Transport Model 2700SRDTT, Vortex Model 2500 SRDTT, and Vortex Model 2700 SRDTT travel trailers manufactured during the period from 13 December 2004 through 10 October 2006. 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 a possibility exists that the lock for the side ramp door could not be properly latched by the retail customer and/or could fail to lock causing the door to open upwards in transit, or the latch becomes loose because the set screw backs out

### 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 modify the set screw and install a secondary latch mechanism.

Failure to have this important recall completed may result in the side ramp door opening in the wind and possibly becoming detached from the trailer, increasing the risk of a crash. 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 two 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 07V-282*; (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  
1200 New Jersey Avenue, SE  
Washington, DC 20590*

or call the toll-free Vehicle Safety Hotline at 1-800-327-4236 (TTY 1-800-424-9153) or go to <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.