



October 1, 2017

<Customer Name>

<Address>

<City, State, Zip>

RE: <VIN>

Dear <Customer Name>:

It has been brought to our attention that the levels on the holding tanks' indicator may have been programmed improperly. This will result in inaccurate readings to the holding tanks.

To correct this situation, please call Firefly Integrations at (574) 825-4600. Firefly Integrations will supply you with an Updater Switch to reprogram the Firefly board to read accurately. Firefly Integrations will provide all the information necessary to perform the simple update which should only take 2 minutes, and how to return the Updater Switch to them. This update will be at no cost to you.

Thank you for your attention to this matter.

Sincerely,

Thor Motor Coach Customer Service  
(877) 855-2867