

# WARRANTY *GUIDE*

CLASS B MOTORHOMES



0549930 Rev. 11/01/2023

Dealer must review this warranty guide with the purchaser(s) and return the completed Thor Motor Coach Product Warranty Registration Form to Thor Motor Coach within 15 days of vehicle delivery.



**Made to fit.**





# Thor Motor Coach

Thor Motor Coach (TMC) is the only Made to Fit® motorhome brand in North America. TMC’s diverse product lineup includes many of the world’s most recognized motorhome brands. As an industry leader in innovative design, TMC builds a variety of unique styles, sizes and floor plans that feel custom-made; at a truly competitive price.

TMC is committed to provide you with an excellent ownership experience with your new motorhome. Your selling dealership also wants you to be completely satisfied, and invites you to return for all your service needs, both during and after the warranty period.

We thank you for choosing Thor Motor Coach. For more information, visit [thormotorcoach.com](http://thormotorcoach.com) or call 800-860-5658.

## About This Warranty Guide

This Warranty Guide contains important information about your Thor Motor Coach Class B Limited Warranty. It also contains other important information you need to know as a new motorhome owner. Additionally, this Warranty Guide includes a **TMC Warranty Registration Form, which must be completed and returned to Thor Motor Coach within 15 days of vehicle delivery.**

Please read and review this TMC Warranty Guide with your selling dealer and ask any questions you may have regarding this warranty and/or warranty coverage. If, after reviewing this document with your selling dealer, you still have questions or concerns about the TMC Class B Limited Warranty, please contact Thor Motor Coach Customer Care. Factory representatives will be able to guide you through the warranty coverage, warranty period, and warranty registration process, along with warranty claims and service information.

Keep this Warranty Guide and your TMC Owner’s Manual with your vehicle, and make them available to your dealership or repair shop if warranty work is needed. Be sure to keep this document with your vehicle if you sell it so that future owners will have this information available to them.

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Thor Motor Coach (TMC) reserves the right to make changes in vehicles built and/or sold at any time without incurring any obligations to make the same or similar changes on vehicles previously built and/or sold by TMC. Safety and operational information pertaining to the factory-installed components and systems is available to the motorhome’s owner via the on-line TMC Owners Resource document service or through the component manufacturer’s website. If you, the purchaser, have any questions or concerns regarding this Warranty Guide, component manufacturer’s instructions, component manufacturer’s warranties, or you need assistance with obtaining component manufacturer information, please contact your selling dealership or call Thor Motor Coach Customer Care: 877-855-2867 (EST-Indiana).

## Owner and Vehicle

Owner's Name:

Phone Numbers, Cell:

Home:

Other:

Street Address:

City State, Zip, Country

Vehicle Identification Number (17-Digit VIN):

Thor Motor Coach Serial Number:

Date Vehicle First Delivered or Placed into Use:

Odometer Reading on Date Vehicle First Delivered or Placed into Use:

Selling Dealership Name:

Selling Dealership Phone Number:

## Thor Motor Coach Customer Care

If you have any comments, questions, or concerns regarding your TMC motorhome, please contact TMC Customer Care:

Thor Motor Coach

P.O. Box 1486

Elkhart IN

46515-1486 USA

Toll Free: 877-855-2867 M-F, 8:00am to 5:00pm EST

Email: [wsupport@tmcrv.com](mailto:wsupport@tmcrv.com)

<https://www.thormotorcoach.com/company/contact-us>

## Dealership Assistance

Your selling dealership has a vested interest in your continued satisfaction. They are responsible for pre-delivery servicing and are best equipped to provide for your motorhome's continued service needs. TMC recommends that your selling dealership perform all inspection, warranty and maintenance services. Some dealerships may be authorized service centers for individual component and part manufacturers, whose factory-installed products are warranted separately and excluded from Thor Motor Coach's Limited Warranty.



## TMC Online Customer Support

Specific operational and maintenance instructions for the systems and factory-installed components of your motorhome, along with component supplier contact information, is available on-line through the TMC Owners Resource.

This service is complementary to owners of TMC motorhomes. Create a user account by entering your contact information and your motorhome's 17-digit Vehicle Identification Number (VIN). The site will return to you a list of instructional manuals and quick-start guides associated to the factory installed components of your individual motorhome. Documents are provided in a viewable, download-able, and printable .pdf format.

As an added bonus, TMC provides informative 'how-to' videos on the Thor Motor Coach YouTube channel. For your convenience, instructional videos are also listed and linked from your TMC Owners Resource account.



[www.thormotorcoach.com/owners/](http://www.thormotorcoach.com/owners/)

## Customer Satisfaction Process

Your satisfaction and goodwill are important to your selling dealership and to TMC. Normally, your selling dealership's sales and/or service departments will resolve any concerns with the sales transaction or the operation of your vehicle. However, despite the best intentions, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

### Step One:

Discuss your concern with a member of the dealership's management.

### Step Two:

If, after contacting a member of the dealership's management, it appears your concern cannot be resolved by the dealer without further help, contact the Thor Motor Coach Customer Care Center by calling our toll free number: 877-855-2867.

A TMC Customer Care Representative will carefully review all the facts involved and let you know what further action will be taken in conjunction with the selling dealership or authorized repair center. Please have the following information available:

- Your name, location, and telephone number
- Your motorhome's 17-digit vehicle identification number (VIN)
- TMC serial number
- Date of purchase
- Current odometer reading
- Name of the selling dealership
- Name, address, and phone number of the dealership or repair shop servicing your motorhome
- Details of the concern
- If applicable, the component appliance description (including model and serial numbers)

### Step Three:

The goal of both TMC and your selling dealership is for you to be completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedures outlined in Steps One and Two, and if you do not agree with the decision in your case, you may reject it and proceed in an appropriate venue for relief available to you.

Another option available to you is the Dispute Resolution Program. For further information, please contact:

DeMars & Associates

website: [demarsassociates.com/drp](http://demarsassociates.com/drp)



## Chassis Manufacturer Delayed Warranty Registration

**IMPORTANT!** It is the selling dealership's responsibility to register the chassis with the appropriate chassis manufacturer. To help improve overall customer satisfaction, it is critical these forms are completed once the retail sale is made.

Failure to submit the form to the chassis manufacturer at the time of delivery will reduce warranty coverage to the purchaser by the time and mileage that has accumulated since the chassis was delivered to TMC. In addition, the National Highway Transportation Safety Administration (NHTSA) requires all vehicles to be registered with the final stage manufacturer as well as the chassis manufacturer. In addition, because the National Highway Transportation and Safety Administration (NHTSA) requires manufacturers to maintain contact information for purchasers of TMC vehicles, your submittal of the registration allows TMC to fulfill that requirement.

### RAM PROMASTER:

The dealership must complete the FCA Retail Customer (End User) Warranty Start Form and email a copy of the completed form to: [fleetsd@fcagroup.com](mailto:fleetsd@fcagroup.com)

### MERCEDES-BENZ SPRINTER:

**USA DEALERS:** Follow the on-line process under the "Resources" section at: [www.upfitterportal.com/en-us](http://www.upfitterportal.com/en-us) (contact TMC Customer Care at 877-855-2867 EST-Indiana for the Upfitter Token).

**CANADIAN DEALERS:** Submit a completed paper copy Delayed Warranty Form to Daimler (Mercedes-Benz) by *email* to: [warrantyregistration@mercedes-benz.ca](mailto:warrantyregistration@mercedes-benz.ca) following the process listed at: [www.upfitterportal.com/en-ca/resources/delayed-warranty-form](http://www.upfitterportal.com/en-ca/resources/delayed-warranty-form) or at: [www.upfitterportal.com/fr-ca/resources/delayed-warranty-form](http://www.upfitterportal.com/fr-ca/resources/delayed-warranty-form)

### FORD:

The dealership must register and request a Delayed Warranty Start Date and/or In-Transit Mileage Accumulation warranty coverage extension on-line from Ford Customer Service at: [www.fordwsd.com](http://www.fordwsd.com).

## Component Manufacturer Warranty Registrations

Your motorhome is equipped with features and components that has printed material provided by the various individual component part manufacturers (e.g., warranty cards or registrations, operation and/or maintenance instructions, etc.). This information is compiled in a package referenced throughout this Warranty Guide and your TMC Owner's Manual as an **Owner's Packet**.

Your selling dealership can assist you in completing applicable individual component part manufacturer warranty cards and/or registrations, along with locating required component model or serial numbers. Familiarize yourself with the applicable component part warranties located in your Owner's Packet. You are responsible for ensuring the procedures for obtaining warranty repairs are followed properly.

Component Model and Serial numbers are listed on a printed form that is attached to the inside of your motorhome. Known as the **Component Serial Data Card**, this reference is useful for keeping track of the serialized components installed in and/or on your motorhome by TMC. An electronic version of your Component Serial Data Card, and other useful information pertaining to your motorhome, is available to you through the on-line **TMC Owners Resource** document service. Refer to your Owner's Manual for this and other on-line resources.



## Change of Address or Ownership

The **National Traffic and Motor Vehicle Safety Act of 1966** requires manufacturers to be able to contact vehicle owners when a correction of a safety-related defect or noncompliance issue with an applicable federal motor vehicle safety standard becomes necessary.

To enable TMC to contact you (the current owner) with important vehicle product and safety updates, including vehicles with expired warranty coverage, please update your vehicle-related or ownership information by contacting TMC Customer Care in writing, either by faxing:

574-294-3618 (attention: Registrations), or by emailing to: [registrations@tmcrv.com](mailto:registrations@tmcrv.com).

Include the following:

- Your legal name
- Your current mailing address (include your prior mailing address for change of address notifications)
- Your telephone number
- Your email address
- Your vehicle's 17-digit chassis vehicle identification number (VIN)
- Your TMC serial number
- Legal proof of purchase (e.g., a legible copy of your bill of sale or insurance card)
- Current motorhome odometer reading

## Thor Motor Coach® Recreational Vehicle Privacy Notice

Your Thor Motor Coach RV contains systems which allow Thor Motor Coach to collect information about your recreational vehicle, how it is used, and where it is located, and your Internet connection established through the RV's embedded equipment. Thor Motor Coach may also collect information about you, your RV, and how and where it is used through devices, applications, and services you use in connection with your Connected RV.

Some data, including location information, may be transmitted to Thor Motor Coach (directly or through its service providers) via the included Winegard modem/router whenever that device is connected to the Internet (via wi-fi, cellular connection, or other means). This data may be transmitted regardless if your RV is parked or in motion.

Thor Motor Coach collects, uses, stores, and/or shares this data for a number of reasons, including providing assistance to you, troubleshooting, improving its products, and to offer you products and services which may be of interest to you.

For more information and updates about what information Thor Motor Coach may collect, how we use, store, and share it, and how we protect it, please review the Thor Industries Privacy Policy ([www.ThorIndustries.com/privacy-policy/](http://www.ThorIndustries.com/privacy-policy/)) and the Winegard Company Privacy Policy ([www.Winegard.com/about/privacy-policy](http://www.Winegard.com/about/privacy-policy)).

You may prevent sharing by disconnecting the Winegard modem/router from the electrical power source. Note: if you disable or limit information sharing with Thor Motor Coach or its partners certain product features may not work or may have limited functionality.

Thor Motor Coach RVs with connectivity features are intended for use in the United States and Canada only. Data and privacy protection laws where you use the RV may impose certain responsibilities on you with respect to your use of RV and related services. You are responsible for ensuring you comply with such laws when you use the RV and related services. You are responsible for informing those you permit to use or occupy your RV (with or without you, and including anyone to whom you loan, give, or sell the Connected RV) how data related to their use of the RV may be collected and processed.

If your Thor Motor Coach RV is equipped with a Sirius Radio receiver, TMC will forward your vehicle and contact information to Sirius. They will use this information to activate your subscription.

Please contact Thor Motor Coach Customer Service at 877-855-2867 if you have any questions about this privacy notice or our privacy practices.



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## This Limited Warranty Covers

- i. **ONLY** the first retail owner and any second retail owner of the motorhome;
- ii. **ONLY** those portions of the motorhome not excluded under the section “What is Not Covered,” when sold by an authorized dealership, and;
- iii. **ONLY** defects in workmanship performed and/or materials used to assemble those portions of your motorhome not excluded under the section “What is Not Covered.” “Defect” means the failure of the workmanship performed and/or materials used to conform the motorhome to Thor Motor Coach’s (TMC’s) design and manufacturing specifications and tolerances.

*This Limited Warranty is not transferable beyond the second retail owner. The second retail owner’s warranty coverage period shall be the unexpired balance of the warranty coverage period the first retail owner received. The second retail owner must complete and submit a Thor Motor Coach Product Warranty Registration Form before the expiration of the original owner’s warranty period. TMC Warranty Registration Forms are available from TMC’s Warranty Department.*

When you request and accept the performance of warranty repairs under the terms of this Limited Warranty, you are accepting all terms of this Limited Warranty, including by way of example, warranty limitations and disclaimers, the forum selection clause and the clause reducing the time period when suit must be filed for breach.

This Limited Warranty provides the sole remedy, whether in contract, tort, or otherwise, for any defect in the motorhome that does not result in bodily injury or damage to property other than the motorhome. If any term or condition in this limited warranty conflicts with your state’s Uniform Commercial Code (“UCC”), as interpreted by courts within your state, the provisions of your state’s UCC are varied as allowed for by UCC 1-302. UCC 1-203 provides that common law contract actions are displaced (preempted) if the UCC provides a cause of action or a remedy. After goods have been accepted, the UCC provides that the remedy available is exclusively an action for breach of warranty.

## Limitation and Disclaimer of Implied Warranties

**UNLESS PROHIBITED BY LAW, THE DURATION OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, WHICH ARISES BY OPERATION OF STATE LAW, IS LIMITED:**

- i. **TO THE DURATION OF THE LIMITED WARRANTY;**
- ii. **IN SCOPE OF COVERAGE TO THOSE PORTIONS OF YOUR MOTORHOME COVERED BY THIS LIMITED WARRANTY;**
- iii. **TO DEFECTS EXISTING AT THE TIME OF SALE THAT SURFACED WITHIN THE DURATION OF THE IMPLIED WARRANTY OF MERCHANTABILITY, AND;**
- iv. **TO DEFECTS THAT WERE DISCOVERED AND REPORTED WITHIN THE DURATION OF THE IMPLIED WARRANTY OR MERCHANTABILITY.**

**THERE ARE NO EXPRESS WARRANTIES OR ANY IMPLIED WARRANTIES OF MERCHANTABILITY ON THOSE PORTIONS OF THE MOTORHOME EXCLUDED FROM COVERAGE. NOTWITHSTANDING THE ABOVE PROVISIONS, TMC EXPRESSLY DISCLAIMS AND EXCLUDES ANY AND ALL IMPLIED WARRANTIES AND CONDITIONS, STATUTORY OR OTHERWISE, WHERE THE MOTORHOME IS SOLD IN CANADA.**

There is no warranty of any nature made by TMC beyond that contained in this Limited Warranty. No person has authority to enlarge, amend or modify this Limited Warranty. The dealer is NOT TMC’s agent. TMC is not responsible for any undertaking, representation or warranty made by any dealer or others beyond those expressly set forth within this Limited Warranty.

*Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.*



## Disclaimer of Consequential and Incidental Damages

YOU, AS THE FIRST RETAIL BUYER OF THE MOTORHOME, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THE MOTORHOME, SHALL NOT BE ENTITLED TO RECOVER FROM TMC ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE MOTORHOME, INCLUDING FUEL AND TRANSPORTATION EXPENSES TO DELIVER THE PRODUCT TO THE SERVICING DEALER, HOTEL ROOMS, LOST WAGES, DEPRECIATION, AND MOISTURE DAMAGE SUCH AS MOLD AND MILDEW, AS WELL AS RUST AND CORROSION. THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL NOT BE DEPENDENT UPON WARRANTY REPAIRS SUCCESSFULLY CURING ANY DEFECT; THE EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL SURVIVE ANY FAILURE OF THE LIMITED WARRANTY REMEDIES FULFILLING THEIR PURPOSE.

*Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.*

## What is NOT Covered

- All motorhome used for rental purposes or sold or registered outside of the United States or Canada;
- Accessories and equipment added or changed after the motorhome leaves the factory;
- Accessories and equipment that are working as designed, but which you are unhappy with the design;
- Normal wear and usage, such as fading or discoloration of fabrics, or damage caused by condensation;
- Defacing, scratching, dents and chips on any surface or fabric;
- Owner maintenance, including replacement of wiper blades, bulbs, filters, wheel alignments, programming and reprogramming of electronic devices, resealing exterior and interior sealant areas (see “Care and Maintenance” section of the Owner’s Manual);
- Electric stabilization systems, including jacks, motors, controllers, and other system components; the automotive chassis and power train, including, by way of example: the engine, drive-train, steering, ride and handling, braking, wheel balance, muffler, tire wear or failure, tubes, batteries and gauges; any chassis and driveline alterations performed by MORRYDE, suspension parts provided by MORRYDE, specialty product components and fabricated parts provided by MORRYDE;
- Appliances and components covered by their own manufacturer’s warranty including the microwave, refrigerator, ice maker, stove, oven, generator, air conditioners, DVD players, televisions, water heater, furnace, stereo, radio, compact disc player, washer, dryer, inverter, battery power systems, and SkyBunk® (pop-up roof systems);
- Damage due to road hazards, weather, and vehicular traffic and/or other accidents;
- Rust and corrosion, or flaking, peeling and chips, or other defects, or damage in or to the exterior or finish caused by rocks or other road hazards, the environment, including chemical off-gassing, airborne pollutants, salt, tree sap, and hail causing any damage, including but not limited to rust and corrosion.

*Component part and appliance manufacturers issue limited warranties covering those portions of the motorhome not covered by the Limited Warranty issued by TMC. To learn more on what specific components and appliances are not covered by this Limited Warranty, please contact TMC directly or review the Owner’s Packet inside your motorhome.*

## Coverage Ends

Coverage ends **24 months** after the first retail owner takes delivery of the motorhome from an authorized dealership **OR** after the odometer reaches **30,000 miles** (48,000 km), whichever occurs first. Delivery occurs when the retail owner takes physical possession of the motorhome or has alterations done to it, whichever occurs first. **ANY CLAIMS AND CAUSES OF ACTION AGAINST TMC ARISING OUT OF THIS LIMITED WARRANTY, PURCHASE OR OPERATION OF THE MOTORHOME, INCLUDING FOR: BREACH OF THIS 24 MONTH LIMITED WARRANTY OR IMPLIED WARRANTIES, REVOCATION OF ACCEPTANCE, AND VIOLATIONS OF STATE CONSUMER PROTECTION AND DECEPTIVE TRADE LAWS MUST BE COMMENCED NOT MORE THAN 90 DAYS AFTER THE WARRANTY ENDS.**



## Full-time, Residential, or Business Use (exclusive of rental use) Warranty Restriction

If the motorhome is used for full time recreational travel and camping or as a residence **OR** is not of the current or prior model year when the first retail owner takes delivery of the motorhome **OR** was purchased, titled, or registered in a business name or used for any commercial or business purposes other than for rental purposes, the Limited Warranty ends **90 days** after the first retail owner takes delivery of the motorhome **OR** after the odometer reaches **5,000 miles**, whichever occurs first. Motorhomes used for rental purposes have no warranty coverage. If the motorhome is purchased, titled, or registered in a business name or used for any commercial or business purpose, inclusive of rental use, TMC disclaims any implied warranty of merchantability that may arise by operation of law. If the retail owner(s) has filed a federal, state or provincial tax form claiming any business tax benefit related to the motorhome, it is conclusively presumed that the motorhome was used for commercial and/or business purposes. **ANY CLAIMS AND CAUSES OF ACTION AGAINST TMC ARISING OUT OF THIS LIMITED WARRANTY, PURCHASE OR OPERATION OF THE MOTORHOME, INCLUDING FOR: BREACH OF THIS 90 DAY LIMITED WARRANTY OR IMPLIED WARRANTIES, REVOCATION OF ACCEPTANCE, AND VIOLATIONS OF STATE CONSUMER PROTECTION AND DECEPTIVE TRADE LAWS MUST BE COMMENCED NOT MORE THAN 1 YEAR AFTER THE 90 DAY WARRANTY ENDS.**

*Unless prohibited by state or provincial law, repairs and promises to repair will not extend the time when you must commence a breach of warranty claim and shall not extend the warranty coverage period. Some states and provinces do not allow the reduction of the time when a claim must be commenced, so the reduction in time when a claim must be commenced may not apply to you.*

## Repairs and Maintenance

Any performance of repairs after the warranty coverage ends **OR** any performance of repairs to those portions of your motorhome excluded from coverage shall be considered “goodwill” repairs. Warranty repairs should be expected. TMC may use new and/or re-manufactured parts and/or components of substantially equal quality to complete a repair.

Warranty repairs addressing defects and/or damage to interior or exterior surfaces, trim, upholstery or other appearance items, may have been performed at the factory during assembly **OR** at the selling dealership after delivery of the motorhome to your selling dealer. Normally, any defect and/or damage is detected and corrected at the factory or by the selling dealer during the inspection process. If you discover any defects or damage to the motorhome when you take delivery of your motorhome, you **MUST** notify your dealer **OR** TMC within **10 days** of the date of purchase to have damage repaired at no cost to you.

Some sealants, components, appliances, and systems require maintenance and adjustments as part of maintenance obligations, which are addressed in the documentation available from the TMC Owners Resource Information Service:

<https://www.thormotorcoach.com/owners>

This limited warranty excludes maintenance obligations, including seal maintenance. During the first 90 days of the Limited Warranty coverage, adjustments, including but not limited to, interior or exterior doors, drawers, and latches, will be performed, at your request, at no cost to you by your selling dealer; thereafter, any further maintenance obligations are your exclusive responsibility.

## Events That Discharge Thor Motor Coach's Obligations Under Warranty

Thor Motor Coach, Inc. has no express or implied warranty obligations to repair any defect if;

- i. the motorhome is used for rental purposes or sold or registered outside of the United States or Canada;
- ii. the Limited Warranty is transferred beyond a second retail owner;
- iii. the motorhome is misused or neglected, damaged by accidents, or altered;
- iv. the owner fails to provide reasonable and necessary maintenance (see Owner's Manual); the motorhome is damaged by off-road use, fire theft, vandalism, explosions, or overloaded in excess of rated capacities; and,
- v. the motorhome's odometer is altered.



## Legal Remedies

THE COURTS WITHIN THE STATE OF INDIANA HAVE EXCLUSIVE JURISDICTION FOR DECIDING LEGAL DISPUTES RELATING TO BREACH OF WARRANTY, EXPRESS OR IMPLIED, AND FOR MISREPRESENTATIONS OF ANY KIND. ALL LAWSUITS ASSERTING A BREACH OF WARRANTY, EXPRESS OR IMPLIED, AND FOR MISREPRESENTATION, MUST BE FILED IN THE COURTS WITHIN THE STATE OF INDIANA. ALSO, THIS LIMITED WARRANTY SHALL BE INTERPRETED AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF INDIANA. ANY AND ALL CLAIMS, CONTROVERSIES AND CAUSES OF ACTION ARISING OUT OF OR RELATING TO THIS LIMITED WARRANTY, WHETHER SOUNDING IN CONTRACT, TORT, OR STATUTE, SHALL BE GOVERNED BY THE LAWS OF THE STATE OF INDIANA, INCLUDING ITS STATUTE OF LIMITATIONS, WITHOUT GIVING EFFECT TO ANY CONFLICT-OF-LAW RULE THAT WOULD RESULT IN THE APPLICATION OF THE LAWS OF A DIFFERENT JURISDICTION.

*The jury waiver and choice of law clause, as well as limitations and disclaimers of warranties, may not apply to you if applicable state or provincial law prohibits a waiver of a jury trial or enforcement of a choice of law clause resulting in a waiver of a non-waivable statutory cause of action.*

## Repair Remedy

TMC's sole and exclusive obligation under this Limited Warranty is to repair or pay an authorized dealer to repair, any covered defects discovered within the warranty coverage period if, and only if, you satisfy the following three conditions:

- (1) within ten days of your discovery of a defect, you must notify TMC or an authorized dealership, in writing (TMC's email address is: [wsupport@tmcrcv.com](mailto:wsupport@tmcrcv.com)), of the defect; AND
- (2) you deliver your motorhome to TMC or an authorized dealership (at your expense), provided, however, that at TMC's election, it may require you to deliver the motorhome to its facilities in Indiana or to another authorized service center or dealership for certain repairs; AND
- (3) you identify the specific defect with the motorhome to TMC or its authorized dealer as reflected in the work authorization or repair orders associated with the service visit.

Due to the seasonal nature of recreational vehicle use, your motorhome may be stored at TMC or an authorized dealer, at no cost to you, for an extended period of time before or after any warranty repairs are performed. Unless warranty repairs are actively being performed on your motorhome, your motorhome is available for use even while it is stored at TMC or an authorized dealer—such storage time is not considered time that your motorhome is out of service and unavailable to use. Should you desire to use your motorhome while it is being stored at TMC or an authorized dealer awaiting warranty repairs, please contact TMC. Similarly, should you encounter any difficulty with a dealer in getting repairs under this Limited Warranty or in getting your motorhome back from a dealer, please contact TMC.

## Back-up Remedy (Final Repair Attempt)

*TMC is committed to remedying any covered defects arising during the warranty period. Should the primary repair remedy fail to cure any defect after 3 repair attempts or at least 150 days that your motorhome is at an authorized dealer undergoing repairs, TMC offers a backup remedy to ensure covered defects are repaired.*

*To exercise the backup remedy, you must notify TMC, in writing, (TMC's email address is [wsupport@tmcrcv.com](mailto:wsupport@tmcrcv.com)), of all defect(s) that still exist with your motorhome after 3 repair attempts or at least 150 days that your motorhome has been at a dealer undergoing repairs. Within 15 days of receiving your notice, Thor will reach out to you to schedule repairs at TMC's factory or an independent dealer. All repairs under the backup remedy will be at Thor's sole cost and expense. Any repair(s) performed by TMC (as opposed to an authorized dealership) before the primary remedy fails does not satisfy the required exhaustion of the backup remedy. The following repairs do not count towards the 150 days: repairs not covered by the warranty (including, but not limited to, repairs made before you took delivery of your motor home; performance of maintenance, and goodwill repairs); repairs requested and performed without a scheduled appointment; and delays caused by supply chain shortages. In determining if there have been three or more repair attempts, the same root cause of the defect must have caused the failure.*



*Back-up Remedy (Final Repair Attempt) continued:*

*The repair remedy and the backup remedy are your sole and exclusive remedies under this limited warranty, and both must be exhausted and fail to fulfill their essential purpose before you can take legal action against TMC for breach of warranty. You agree to provide TMC with written notice that the backup remedy has failed within 15 days of you taking possession of the motor home. You agree to exercise good faith in seeking repairs under the exclusive repair remedy and backup remedy, and Thor agrees to exercise good faith in scheduling and performing repairs. For the avoidance of doubt, failing to inform TMC of issues with your motorhome before filing a lawsuit against TMC is not acting in good faith.*

*If any dispute arises under this Limited Warranty relating to whether a warranty repair has been done properly, then, at TMC's election, a third-party inspector, selected by TMC in its sole discretion, will inspect the motorhome at TMC's sole cost and expense. Such third-party inspector's conclusions will be conclusive and binding on both TMC and you as to any dispute relating to the Defect.*

To allow for independent verification of the accuracy of diminished value damages opinions, you agree that the math and formula used to arrive at the opinion MUST be disclosed – an approved or historically used methodology alone is not enough. If the opinion cannot be independently verified using the math and formula disclosed, you agree that the diminished value opinion will not be used to determine the remedy for breach of express or implied warranty.

**THIS LIMITED WARRANTY IS NOT A WARRANTY THAT PROMISES OR EXTENDS TO FUTURE PERFORMANCE BECAUSE THE WARRANTY DOES NOT MAKE A REPRESENTATION ON HOW YOUR MOTORHOME WILL PERFORM IN THE FUTURE BUT INSTEAD REPRESENTS ONLY WHAT THE REMEDY WILL BE IF A DEFECT EXISTS.**

## How To Get Service

For warranty service simply contact an authorized warranty service facility for an appointment, then deliver your motorhome (at your expense) to the authorized warranty service facility. If you need assistance in locating an authorized warranty service facility, contact TMC's Warranty Department by calling:

877-855-2867

The mailing address is:

Thor Motor Coach  
P.O. Box 1486  
Elkhart, IN  
46515-1486 USA







**THOR MOTOR COACH  
P.O. BOX 1486  
ELKHART, INDIANA 46515-1486  
877-855-2867**

**[thormotorcoach.com](http://thormotorcoach.com)**

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Rev. Date: 11/01/2023**