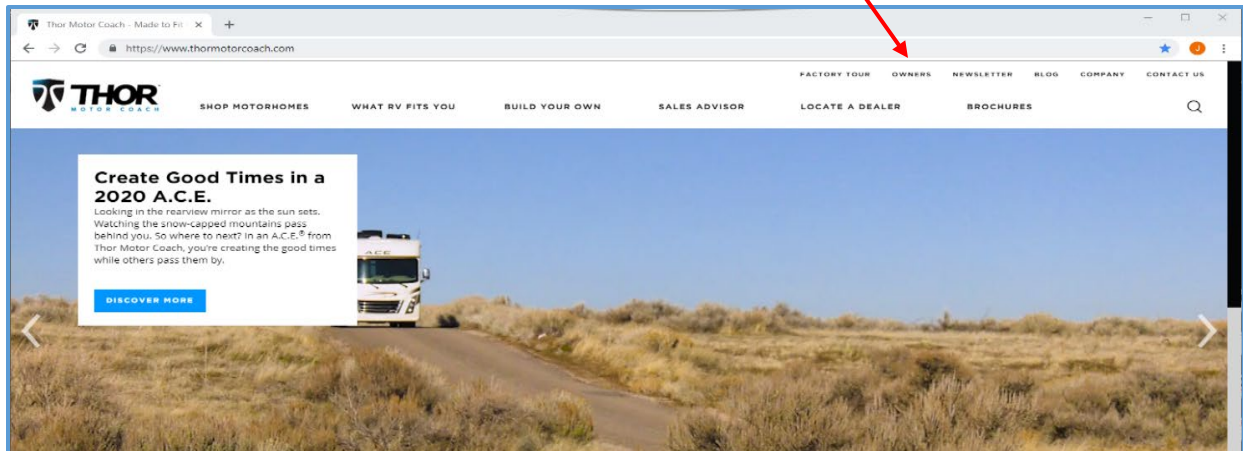


Creating a TMC Owners Resource Account

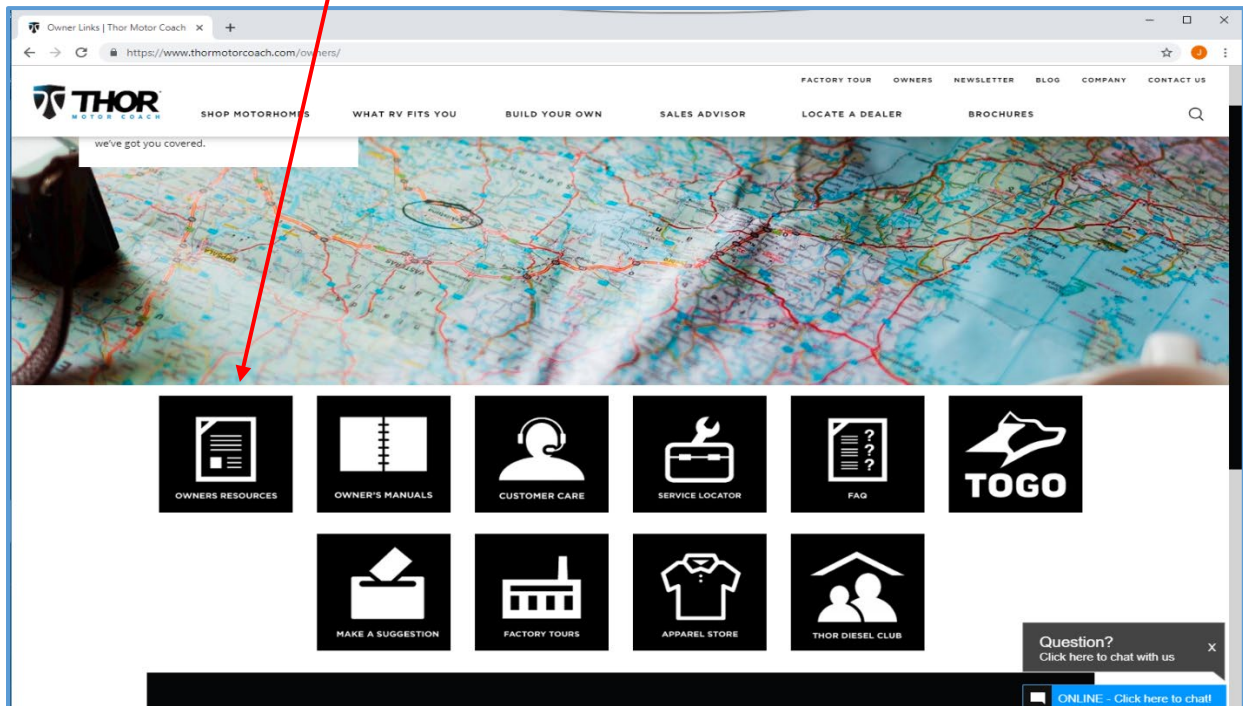


Step 1 – Open TMC website: www.thormotorcoach.com

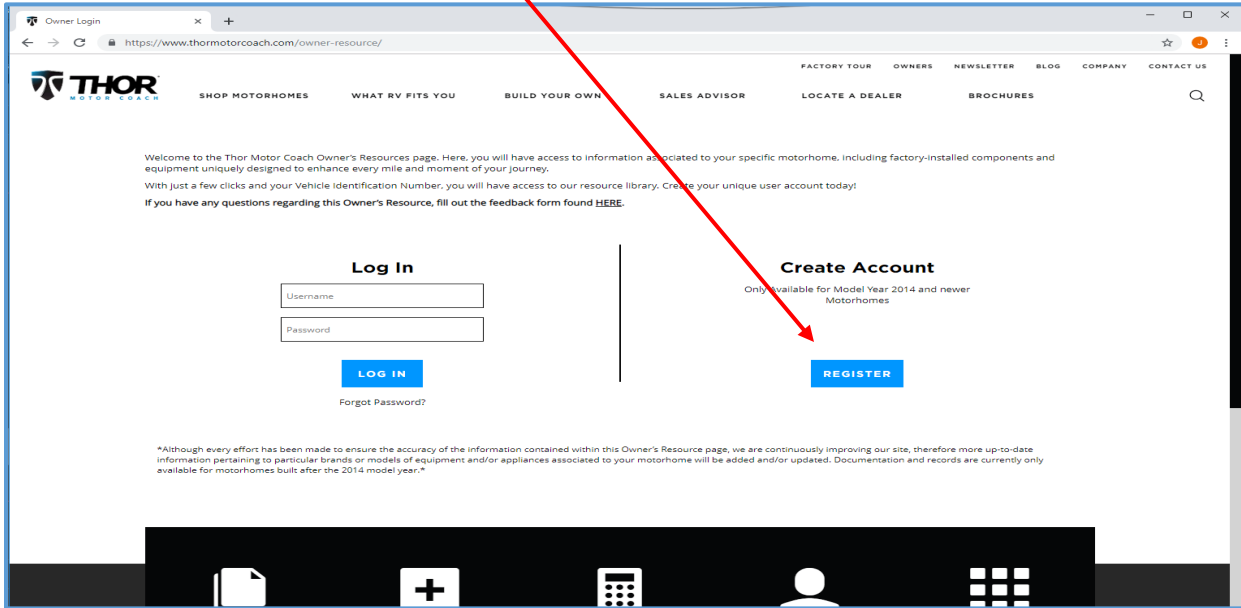
Step 2 – Click on the word 'OWNERS' located in the upper right corner



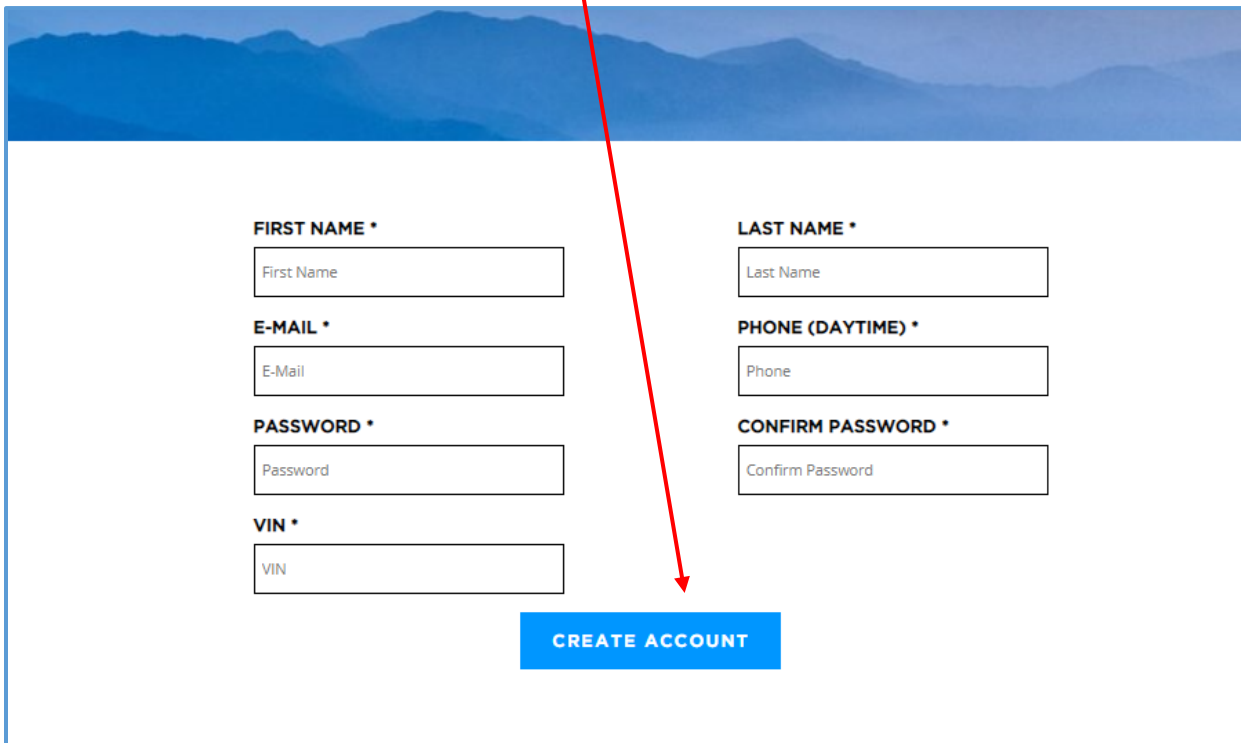
Step 3 – Click on 'Owners Resource' icon at the bottom of the Owners page



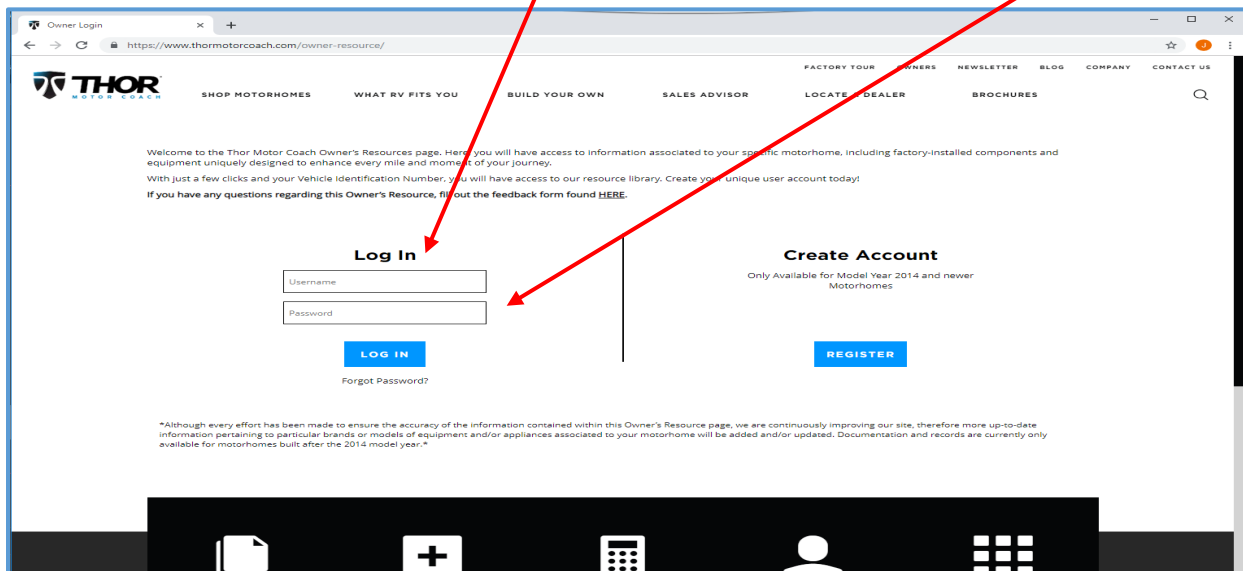
Step 4 – Create Account. Click on the ‘Register’ button under ‘Create Account’



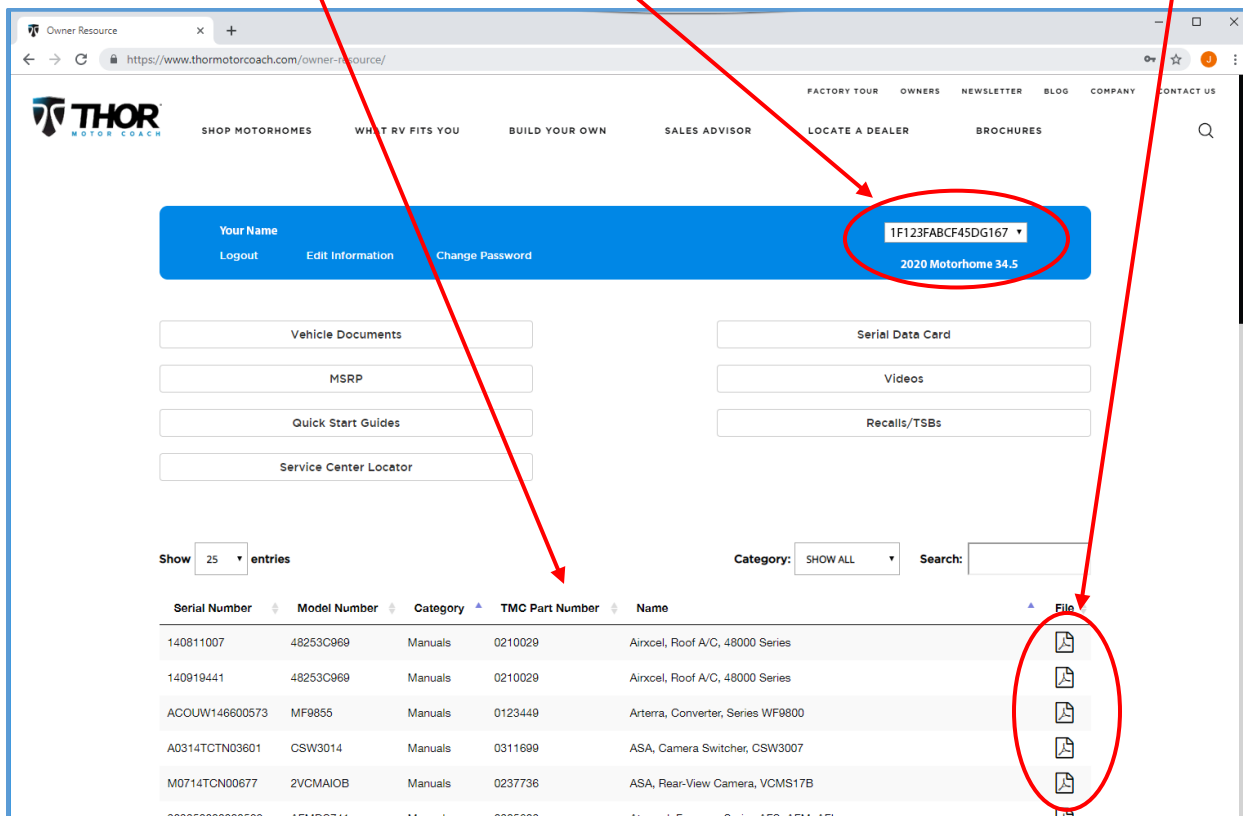
Step 5 – Fill in your account information, including your valid 17-digit VIN. Valid VINs are any TMC motorhome built since model year 2014. Be careful not to enter the letter ‘O’ for the number 0 (zero). Your password must be at least 8 characters in length and passwords are case sensitive. Your email address becomes your *username*. Click on ‘Create Account’ after all information is entered. You will be re-directed to the log-in screen.



Step 6 – Log In. Enter your ‘username’ (email address) and ‘password.’ Click on the ‘Log In’ button.

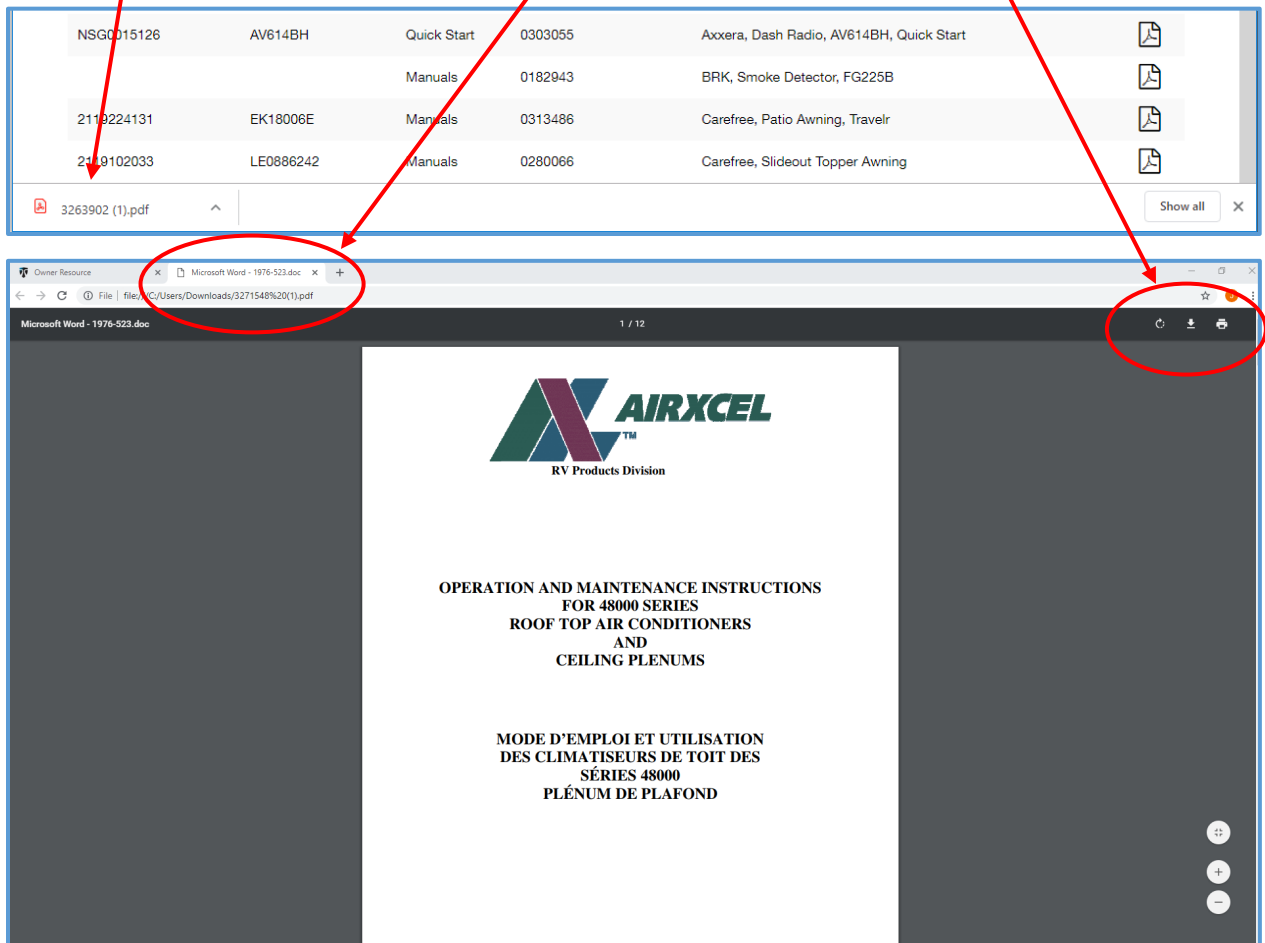


Step 7 - The documents relating to the VIN you entered are displayed in the table. Click on the ‘PDF icon’ located to the right of the document you want to view. Applicable TMC ‘How-to’ videos are also displayed in the list.

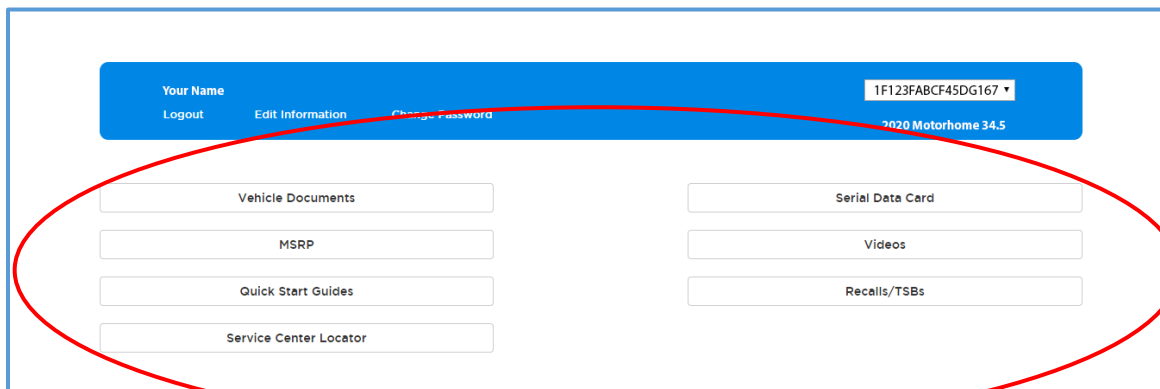


Be sure to scroll to the bottom of the web-page. There may be multiple pages of documents.

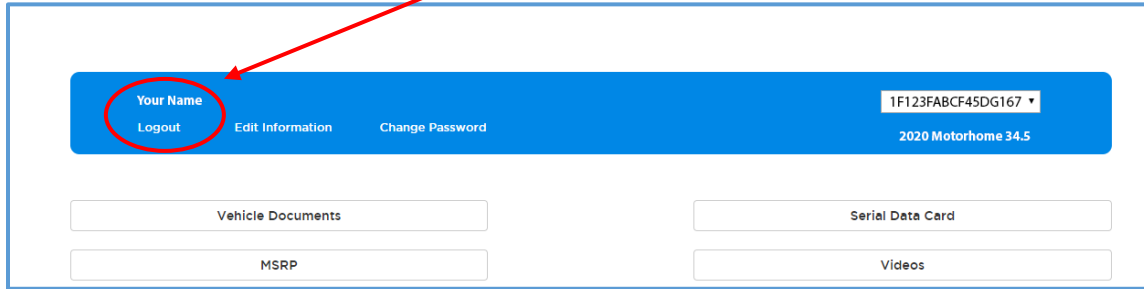
Depending on the browser you use, after clicking on the .pdf icon, the document should show along the bottom edge of the page. Click on the document and a new browser tab will open; allowing viewing, printing, or document download.



Clicking on the buttons at the top of the main document page opens other useful vehicle-related information, such as: **MSRP**, **Serial Data Card**, **Recalls/TSB's**, and a link to the TMC YouTube channel (**Videos**). Clicking on the 'Vehicle Documents' button returns the user to the main document page. The option of printing the MSRP and Serial Data Card is provided. Note: some features are under development.



Step 8 – Logout. When you are ready to log-out, click on the word ‘Logout’ underneath your name.

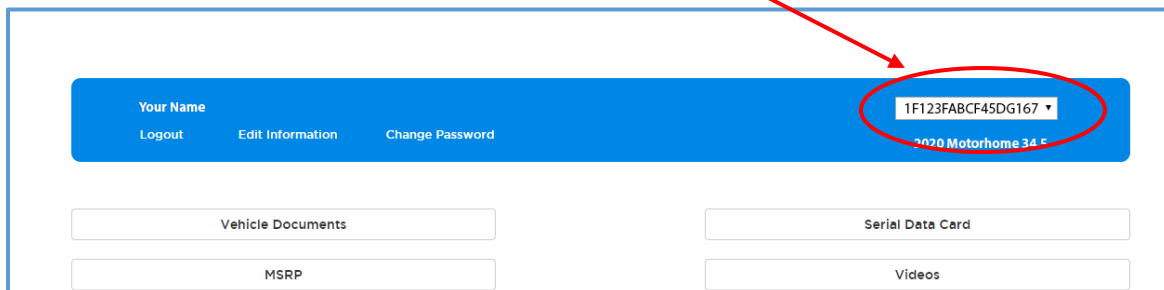


Editing Account Information. Click on the words ‘Edit Information’ located next to your name on the main page. You will be re-directed to the Edit Information page. In the fields, change the information you desire. It is possible to assign multiple VINs to an account. To add a VIN, enter the new 17-digit VIN in the ‘Add another VIN’ field and click on the words ‘+ ADD NEW VIN.’ The new VIN will appear in the VIN List. To delete a VIN, click on the red X next to the VIN number. You must click on the blue ‘UPDATE’ button to save the new information.

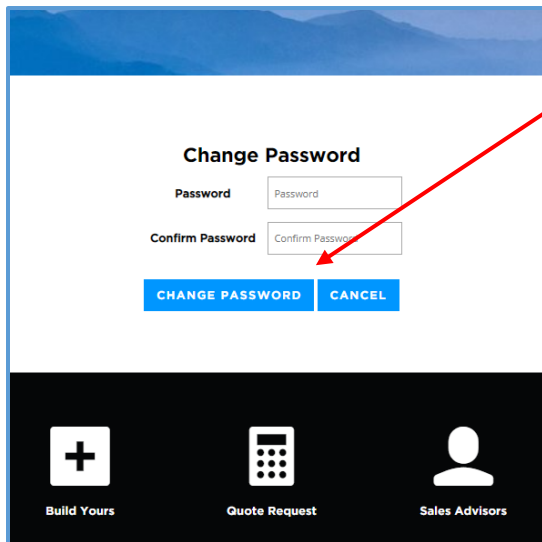
A screenshot of the 'Edit Information' form. It has a title 'Edit Information' and several input fields: 'E-MAIL' (your.name@abcde.com), 'FIRST NAME' (Your), 'LAST NAME' (Name), 'PHONE (DAYTIME)' (123-456-7890), and 'VINS' (1F123FABCF45DG167 with a red X). There is an 'Add another vin...' field and a '+ ADD NEW VIN' button. At the bottom are 'UPDATE' and 'CANCEL' buttons.

If you experience any difficulties with the Owners Resource site, describe the problem in an email and send it to: ownersresource@tmcrv.com

Any new VINs added will be available in the pull-down menu on the main page. Select the new VIN number to display documents associated to this vehicle.



To Change Password. Click on the words 'Change Password,' located next to your name on the main page.



Enter your new password, and confirm by entering it again. Then Click on the 'Change Password' button. Doing so saves your new password and re-directs you back to the log-in screen.

Additional Information:

- You can add or delete VIN numbers as needed. The system is not affected by duplicate VINs from multiple accounts. However, only TMC motorhomes produced from Model Year 2014 and newer are valid for the TMC Owners Resource document service.
- Document information is derived from the vehicle's Bill of Material.
- Currently, there are six categories of documents. You can search or filter documents by category or use the search field (on the main document page, just above the document columns).
- Clicking on the column header orders the columns in ascending or descending order.
- This site should also serve as a good resource for TMC Dealers.

Site development is still underway. Some features may not yet be operational and some features may be added or removed. Updates to the site are uploaded to the servers on a weekly basis. New components and relating documents are added when available.

Please send inquiries about the site to: ownersresource@tmcrv.com.