

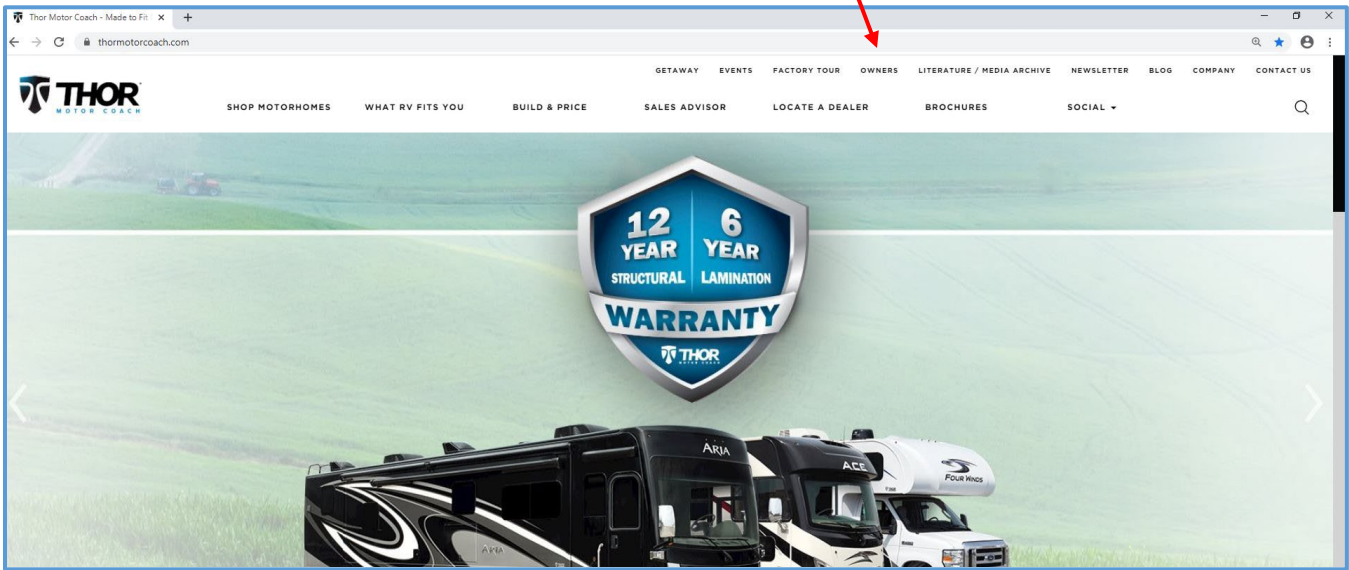
Creating a TMC Owners Resource Account

Rev 08/21/2020

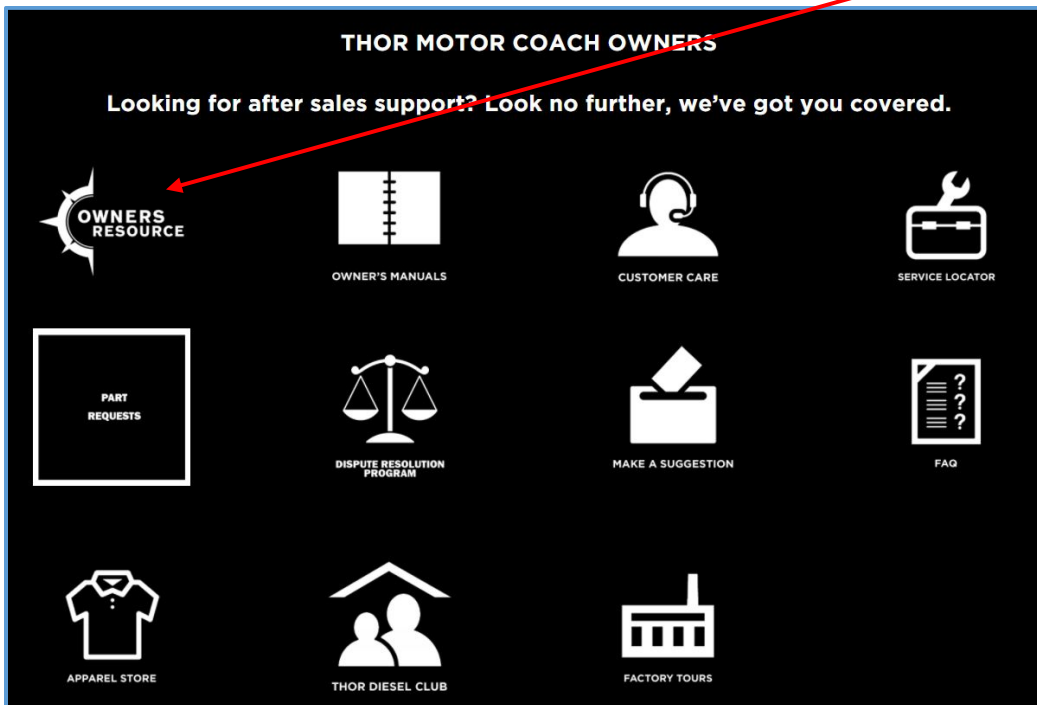


Step 1 – Open TMC website: www.thormotorcoach.com

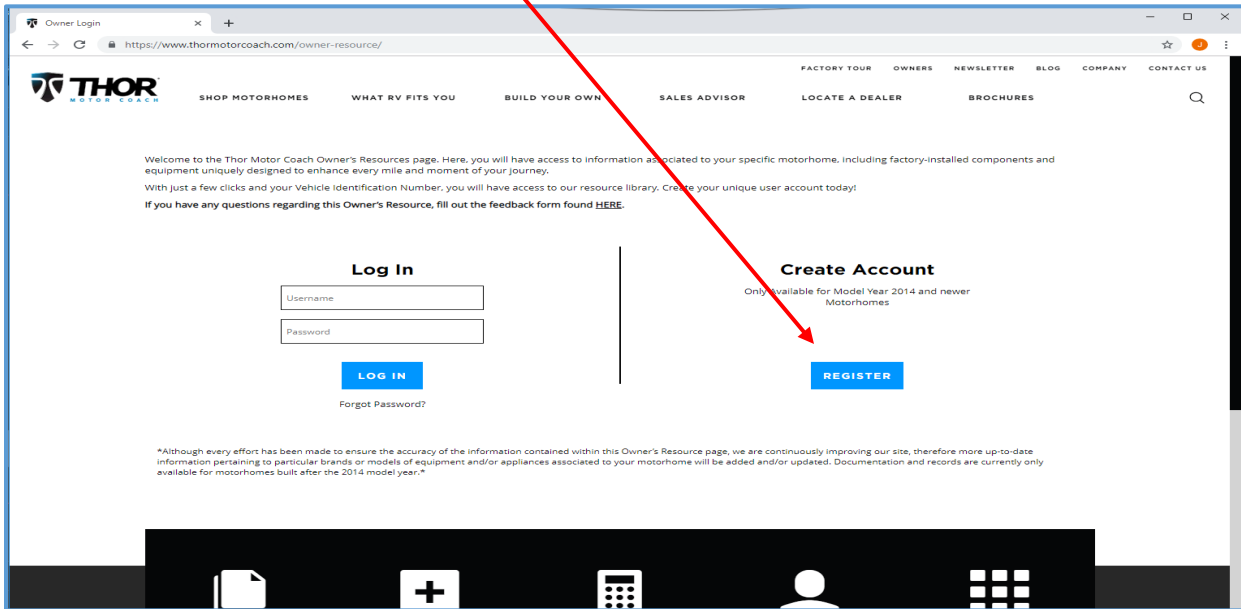
Step 2 – Click on the word 'OWNERS' located along the top of the page



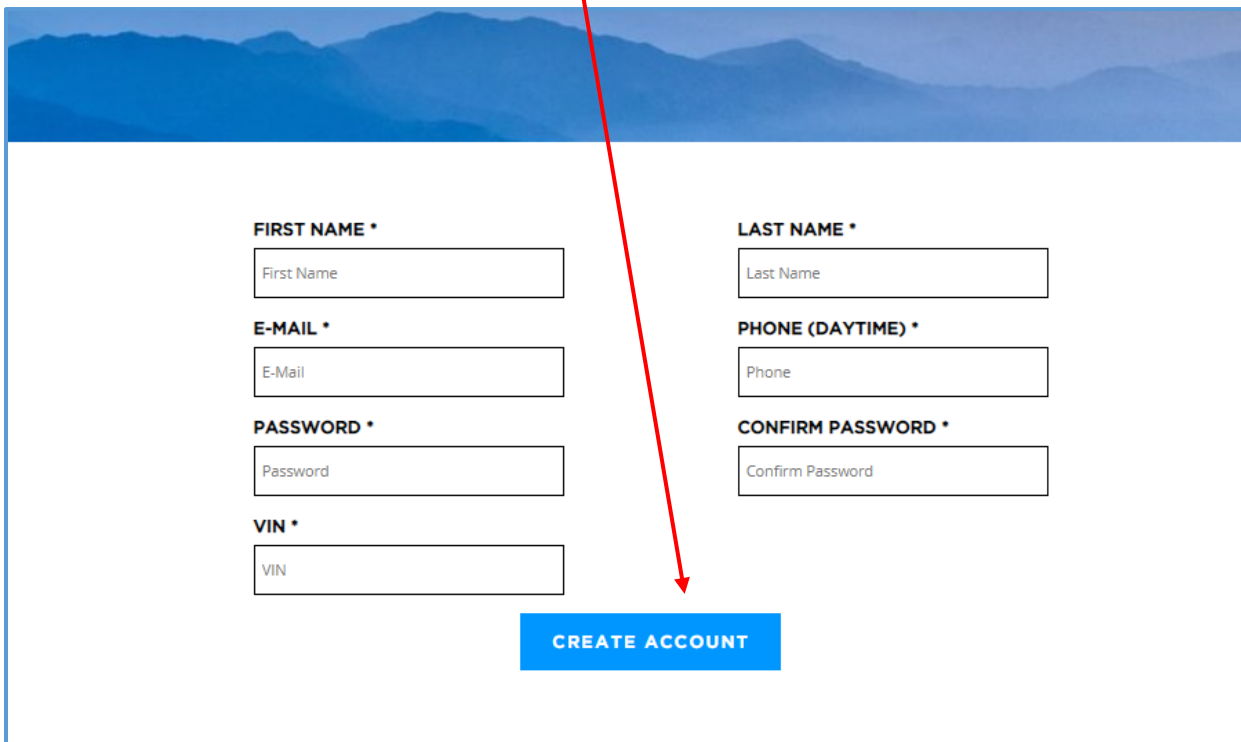
Step 3 – Click on 'Owners Resource' icon at the bottom of the Owners page



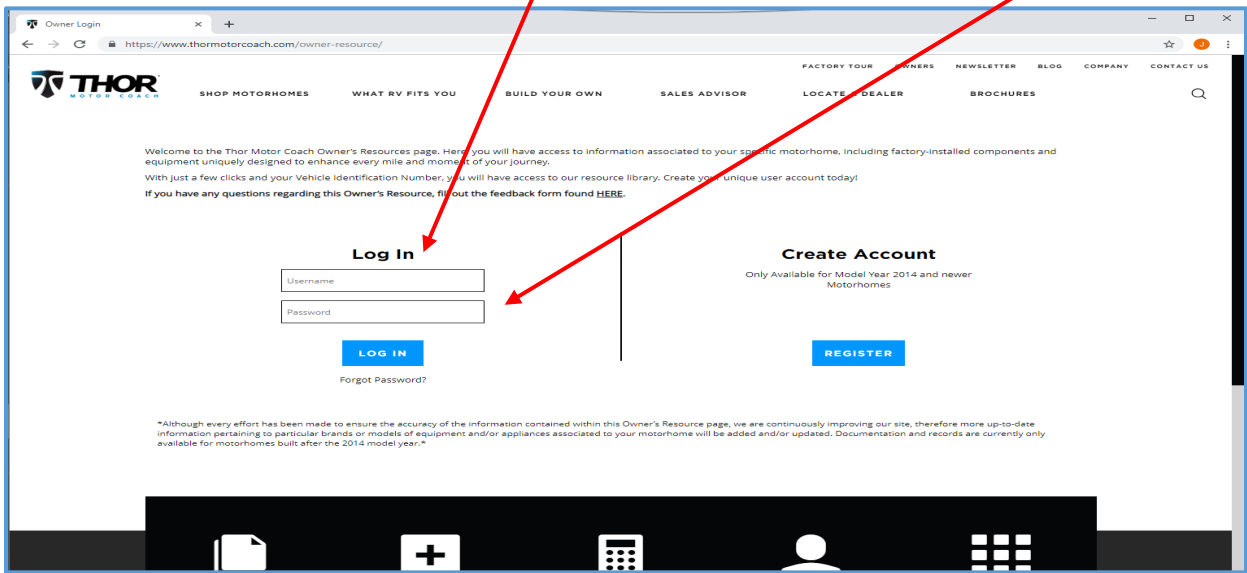
Step 4 – Create Account. Click on the ‘Register’ button under ‘Create Account’



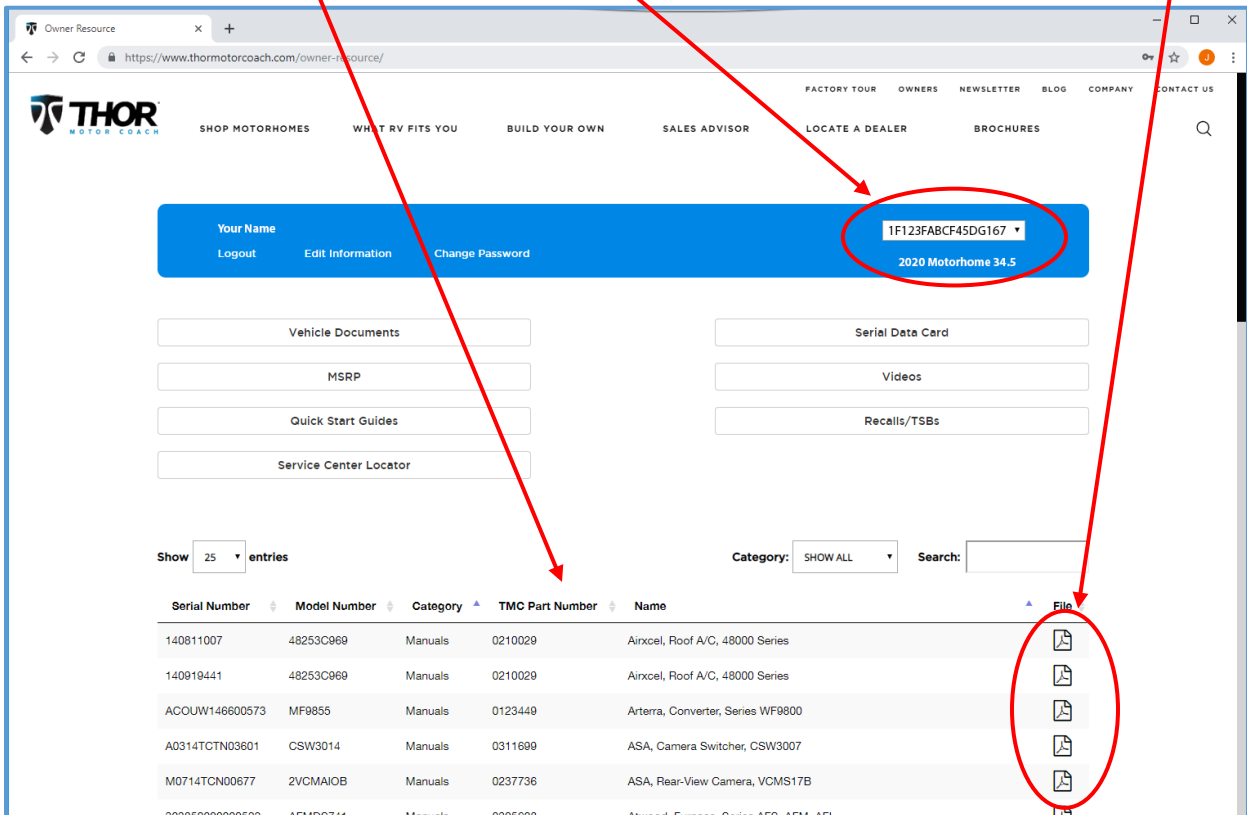
Step 5 – Fill in your account information, including your valid 17-digit VIN. Valid VINs are any TMC motorhome built since model year 2010. Be careful not to enter the letter ‘O’ for the number 0 (zero). Your password must be at least 8 characters in length and passwords are case sensitive. Your email 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.

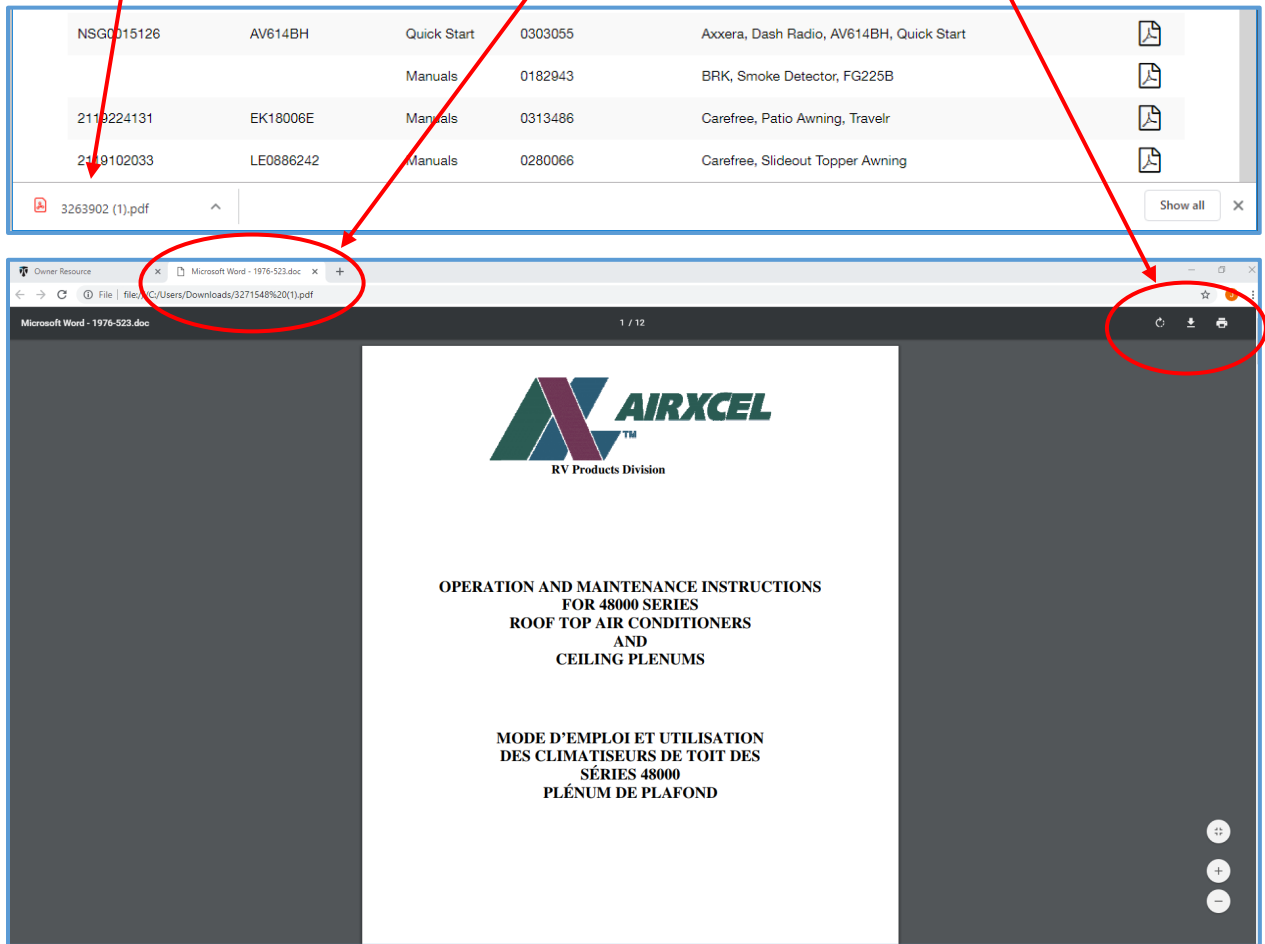


Step 7 - The documents relating to the VIN you entered are displayed in the table. Click on the ‘PDF icon’ located to the right of the document you want to view. Applicable TMC ‘How-to’ videos are also displayed in the list.

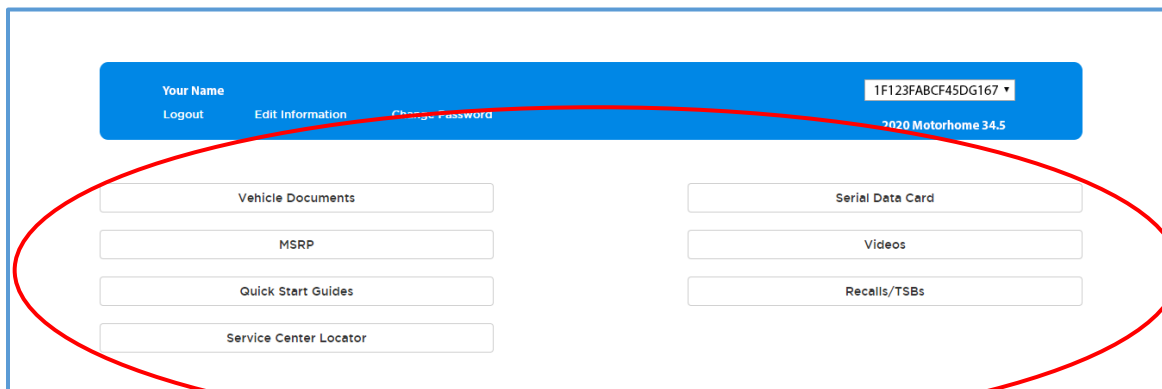


Be sure to scroll to the bottom of the web-page. There may be multiple pages of documents.

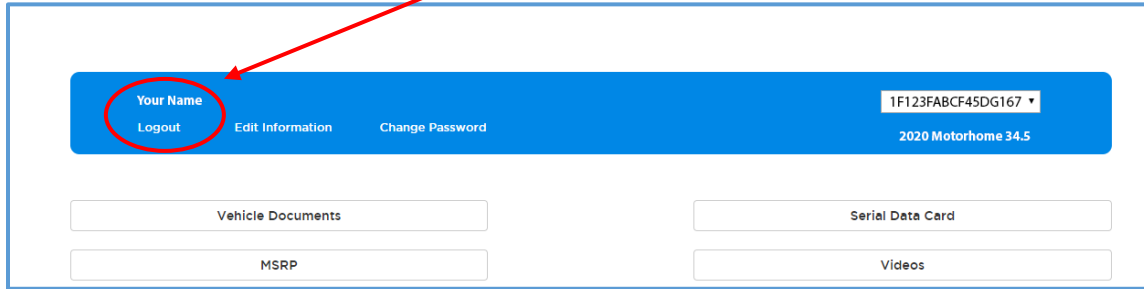
Depending on the browser you use, after clicking on the .pdf icon, the document should show along the bottom edge of the page. Click on the document and a new browser tab will open; allowing viewing, printing, or document download.



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.

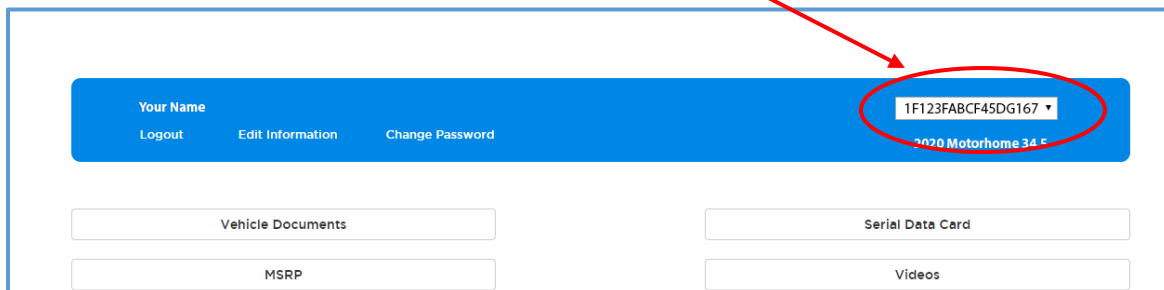


Editing Account Information. Click on the words ‘Edit Information’ located next to your name on the main page. You will be re-directed to the Edit Information page. In the fields, change the information you desire. It is possible to assign multiple VINs to an account. To add a VIN, enter the new 17-digit 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.

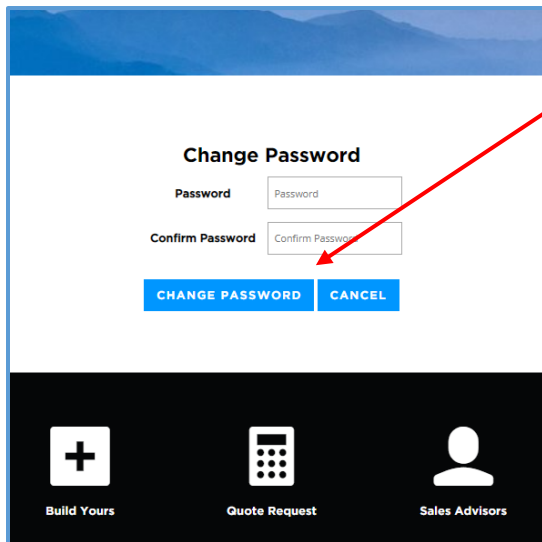
A screenshot of the 'Edit Information' form. The form has a title 'Edit Information' and several input fields: 'E-MAIL' (your.name@abcde.com), 'FIRST NAME' (Your), 'LAST NAME' (Name), and 'PHONE (DAYTIME)' (123-456-7890). Under 'VINS', there is a list with '1F123FABCF45DG167' and a red 'X' next to it,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

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 allows for multiple VINs and is not affected by duplicate VINs from multiple accounts. However, only TMC motorhomes produced from Model Year 2010 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.
- Accounts will lock if the system senses more than five failed attempts to log-in. This is to protect accounts from un-authorized access. If your account seems locked, please notify TMC by email (see below) and we will unlock it.
- Once an account is created, the system does not allow users to change their email address. If you would like to change the email address associated with your account, you can either create a new account (using the new email address), or contact TMC and we will change it for you. The system will not allow multiple accounts with the same email address (user name).
- Be mindful of the auto-fill feature of the User Name field on the log-in page. It may auto-fill a word or partial word other than what you intended (your email address is always your correct user name).
- Be a bit patient with the system; there is quite a bit of data to sort and display. Due to internet speeds, it can take a few moments to load your information.

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