

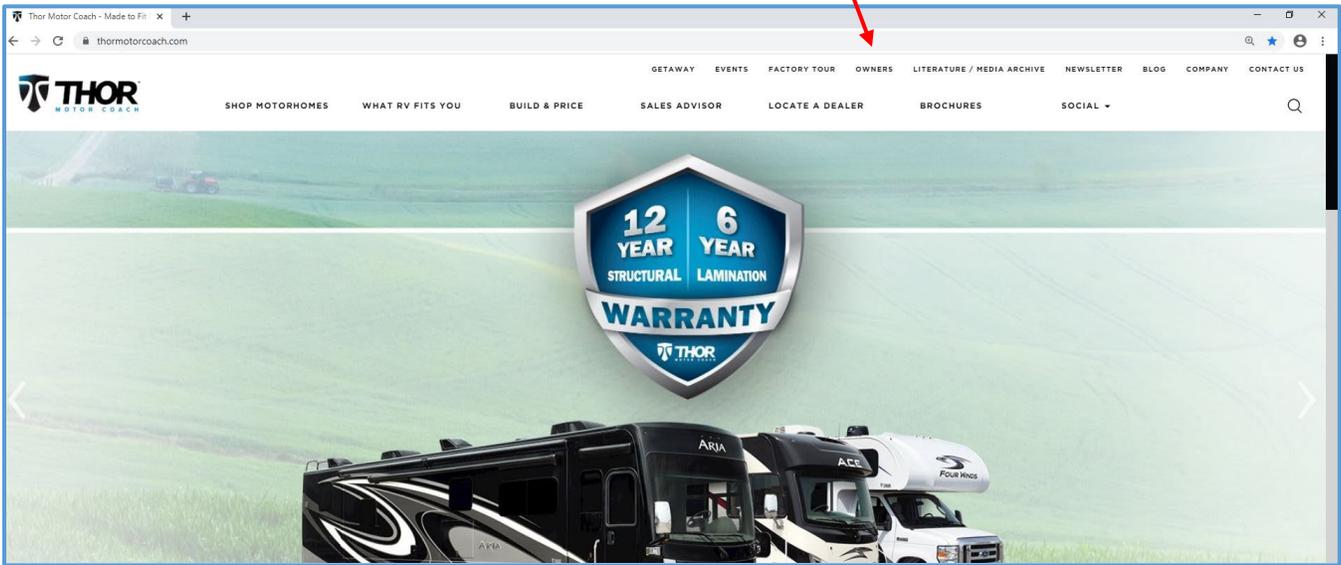
# Creating a TMC Owners Resource Account

Rev 05/11/2021

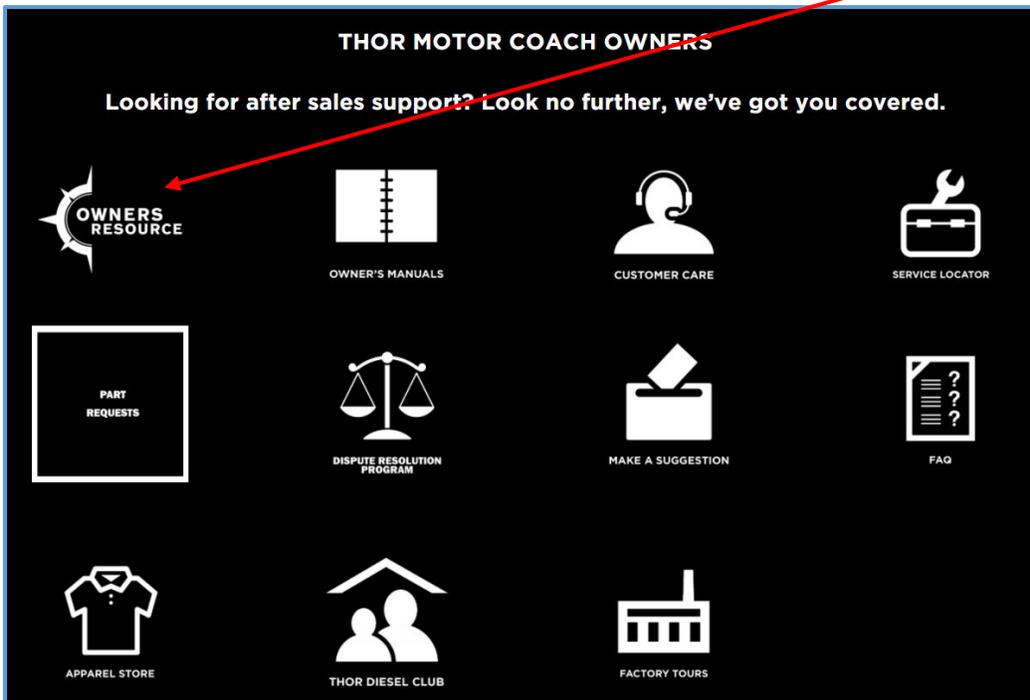


**Step 1** – Open TMC website: [www.thormotorcoach.com](http://www.thormotorcoach.com)

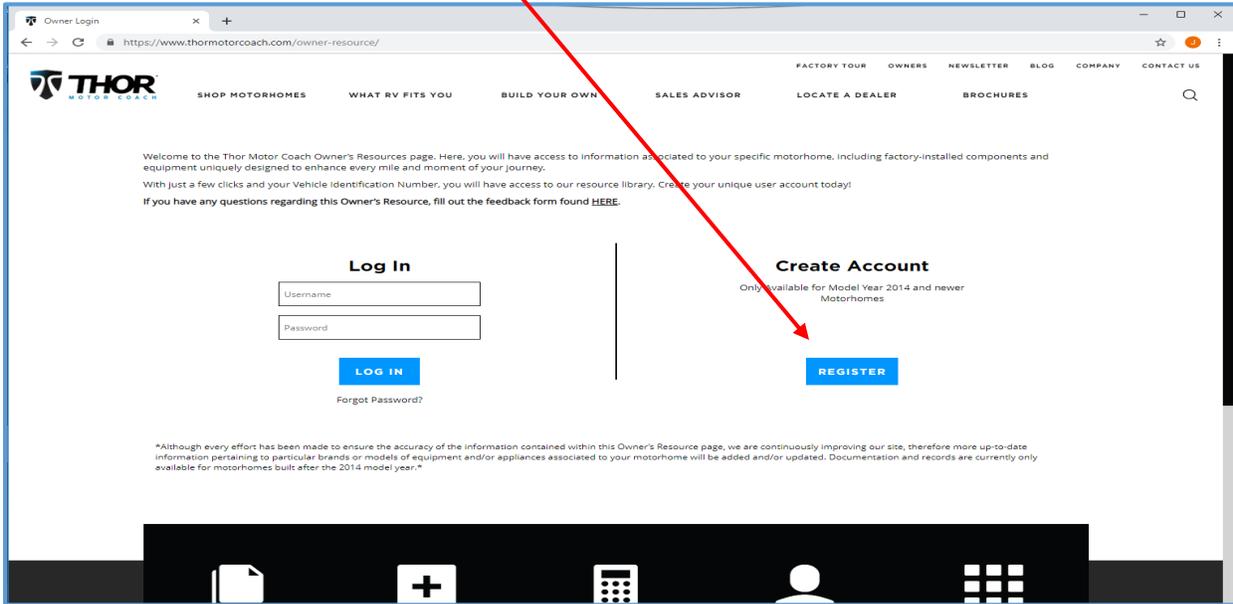
**Step 2** – Click on the word 'OWNERS' located along the top of the page



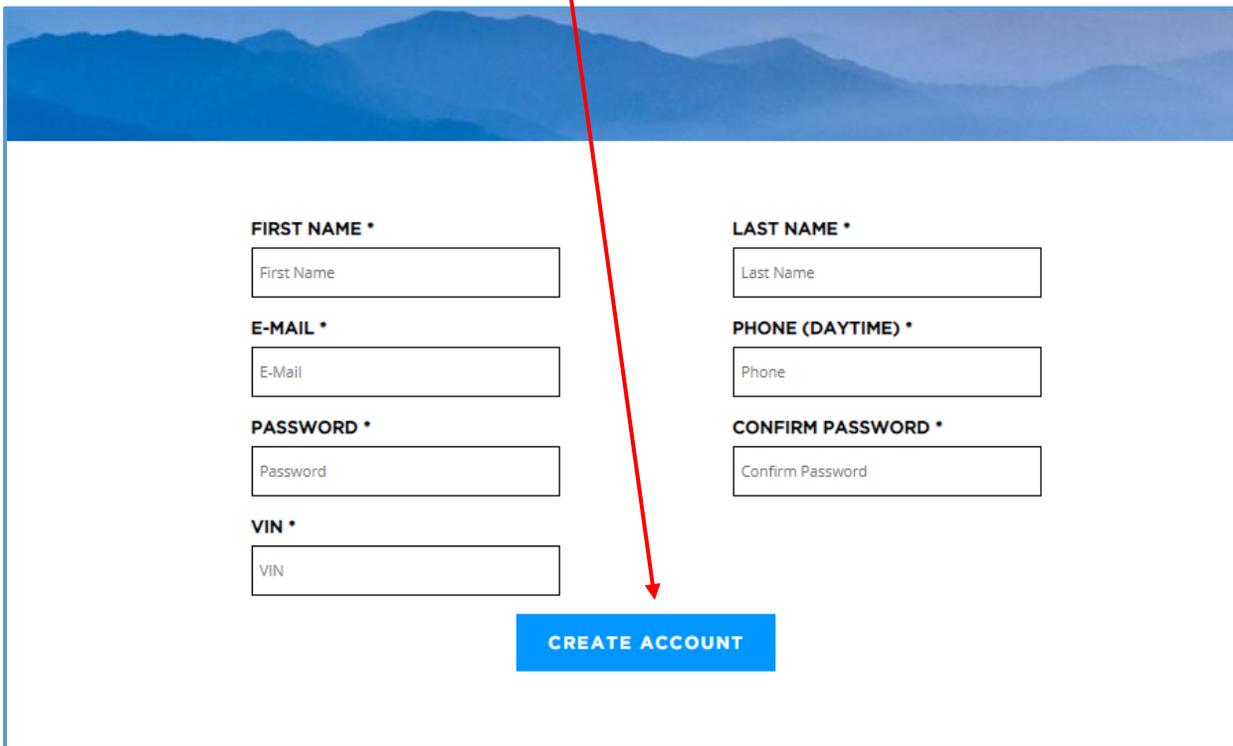
**Step 3** – Click on 'Owners Resource' icon at the bottom of the Owners page



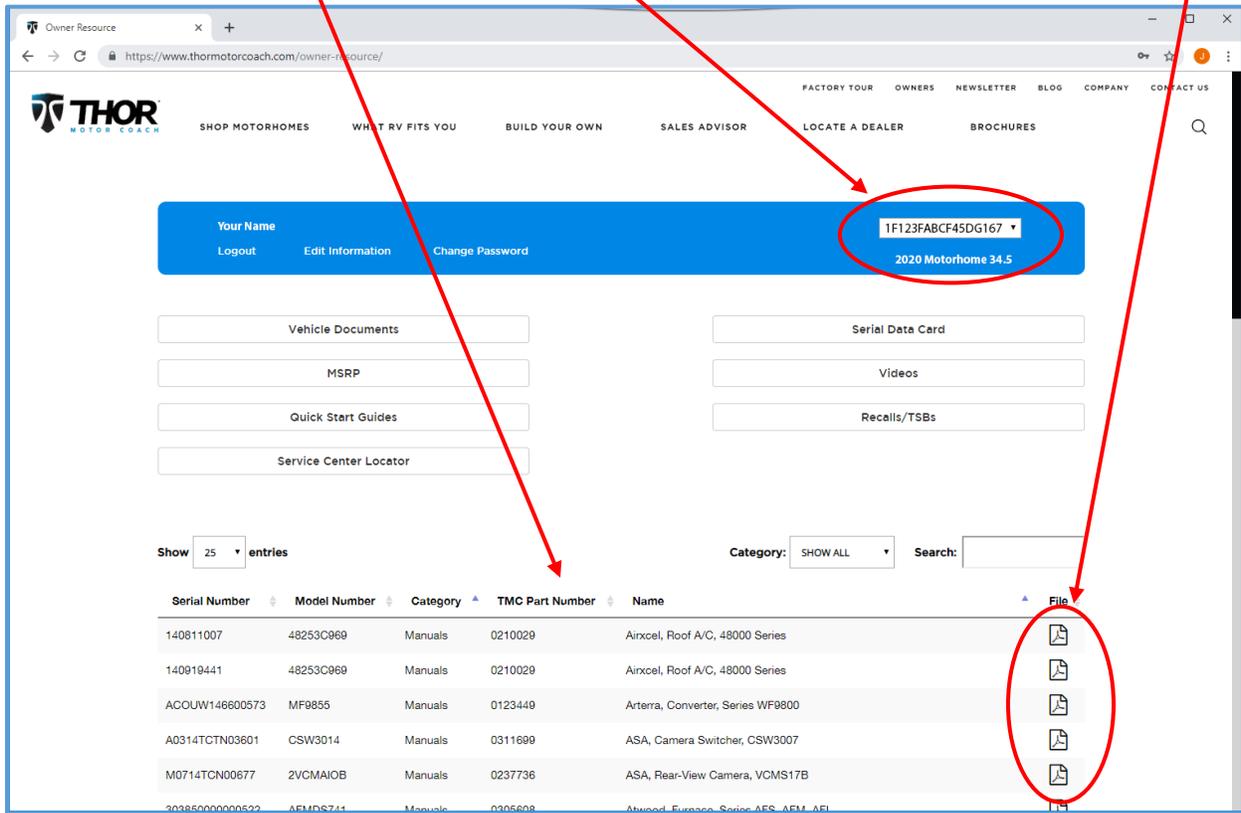
**Step 4 – Create Account. Click on the ‘Register’ button under ‘Create Account’**



**Step 5 – Fill in your account information, including your valid 17-digit VIN. Valid VINs are any TMC motorhome built since model year 2010. Your password must be at least 8 characters in length and passwords are case sensitive. Your email address becomes your *user name*. Click on ‘Create Account’ after all information is entered. In a few moments, your new account should open. **NOTE: By Federal Law, North American VIN numbers will not contain the letters I, O, or Q. Be careful not to enter the letter ‘O’ for the number 0 (zero), or the letter ‘l’ for the number 1.****

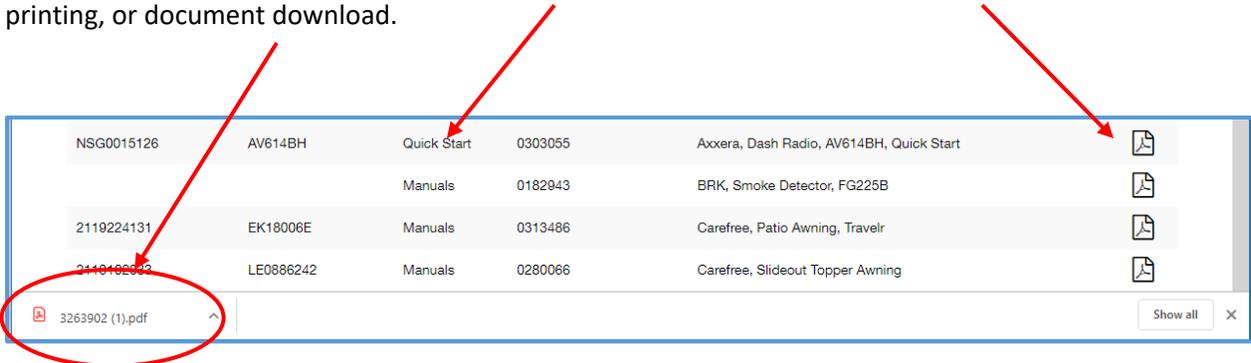


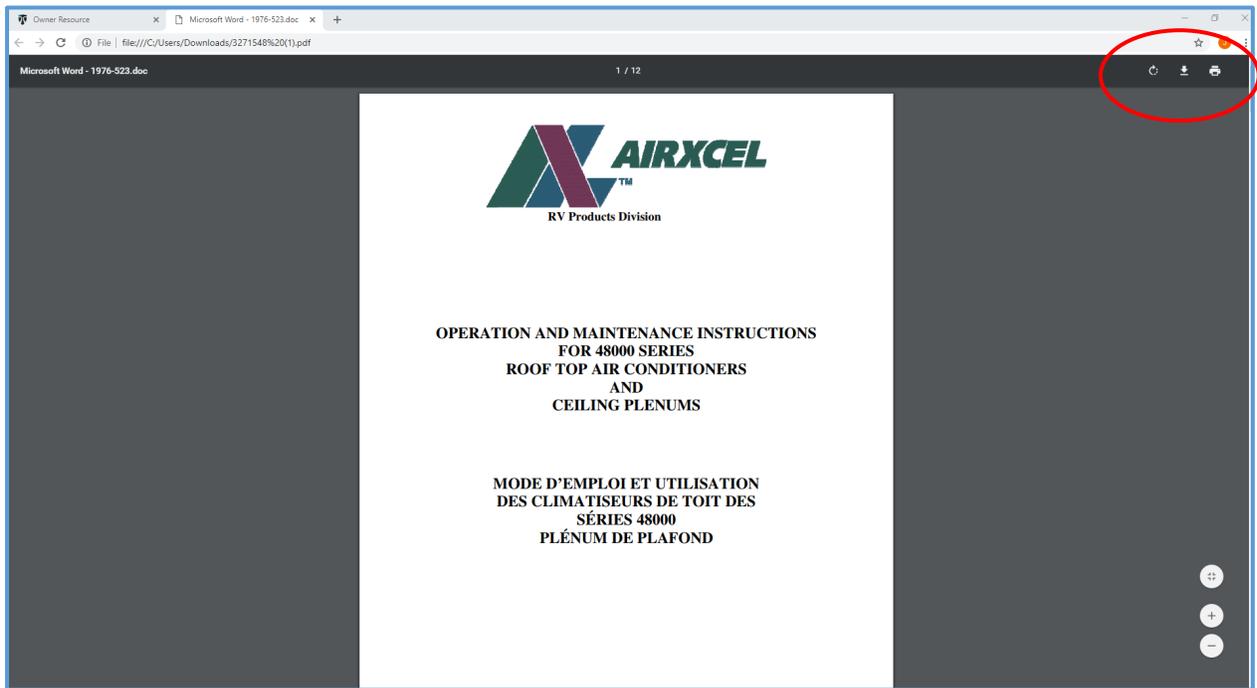
**Step 6** - The documents relating to the VIN you entered are displayed in the table. Click on the 'PDF icon' located to the right of the document you want to view. Applicable TMC 'How-to' videos are also displayed in the list.



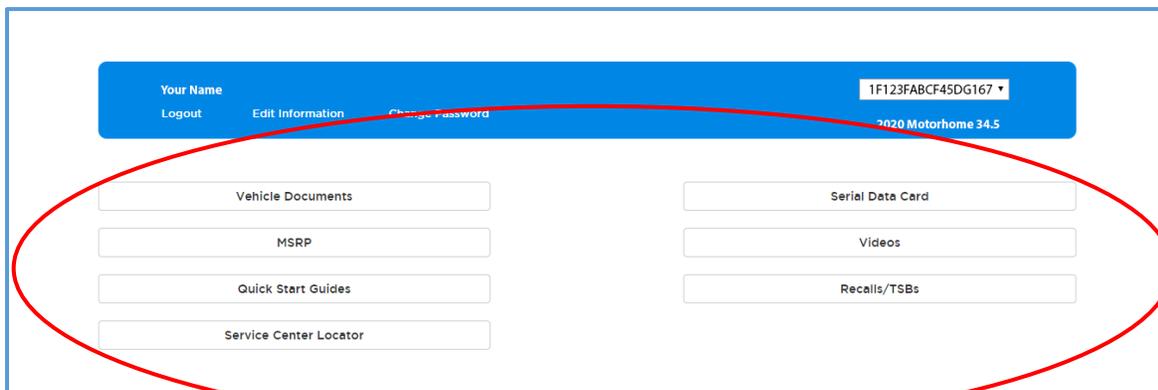
Be sure to scroll to the bottom of the web-page. There may be multiple pages of documents.

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.

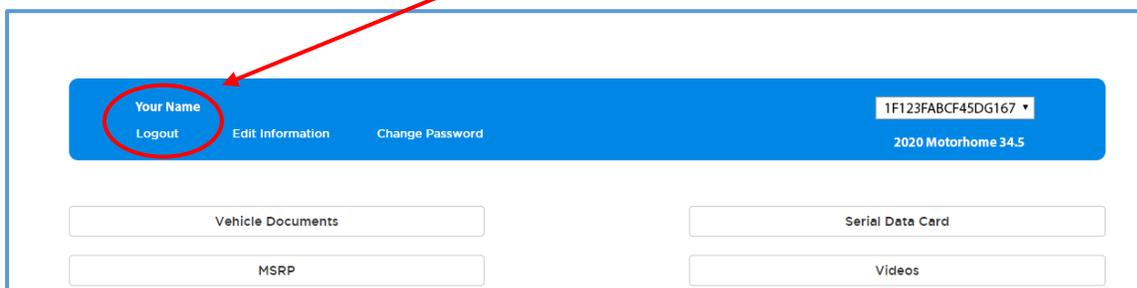




Clicking on the buttons at the top of the main document page opens other useful vehicle-related information, such as: **MSRP**, **Serial Data Card**, **Recalls/TSB's**, and a link to the TMC YouTube channel (**Videos**). Clicking on the 'Vehicle Documents' button returns the user to the main document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

**Edit Information**

E-MAIL  
your.name@abcde.com

FIRST NAME  
Your

LAST NAME  
Name

PHONE (DAYTIME)  
123-456-7890

VINS  
1F123FABCF45DG167 ✖

Add another vin...

+ ADD NEW VIN

UPDATE CANCEL

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

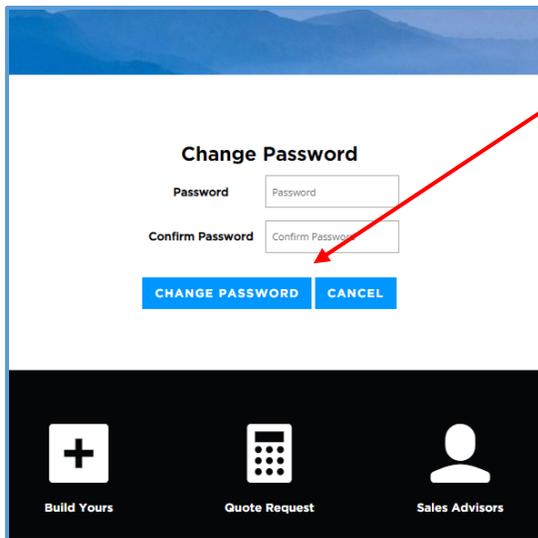
Your Name  
Logout Edit Information Change Password

1F123FABCF45DG167 ▼

2020 Motorhome 34 F

Vehicle Documents MSRP Serial Data Card Videos

**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:**

- Your User Name will always be the email address associated with your account.
- Passwords are case-sensitive.
- 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. This allows for the second (and so-on) owners to create an account without it being necessary for the previous owner to delete the VIN from their account. No account information is transferred to the next owner.
- 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, therefore unique to each motorhome.
- Currently, there are seven 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.
- 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).
- Tab or click between the User Name and Password Fields. Only press the ENTER key or click on the blue LOG IN button after both fields are filled in correctly.
- If, while attempting to login, you are re-directed to an error page, try clearing your cookies or browser memory cache. It seems that some browsers retain information that could prevent successful log-ins.

- After you have cleared your browser memory and you still get the error screen, it may be necessary to close your browser and try it again. Sometimes turning off your computer and starting all over is necessary.
- Accounts will lock if the system senses more than five failed attempts to log-in. This helps protect accounts from un-authorized access. If you cannot log-in and you think your account might be locked, please contact TMC and we will un-lock it.
- Please be sure to keep the software updated on all your mobile devices used to access your TMC Owners Resource account. Outdated software versions could cause login issues.
- Some browsers do not work well with the system. Chrome, Firefox, Microsoft Edge and Safari seem to work best. Do not use Microsoft Internet Explorer.
- Be a bit patient with the system; there is quite a bit of data to sort and display. Due to internet speeds and increased web traffic due to students and others working from home, it can take a few extra moments to load your information.

Once you log-in to your account, you can reset your password to whatever you'd like, as long as the letter/number/character combination is at least 6 characters in length. Previous passwords are acceptable.

1. Simply click on the words, 'Change Password' near your name in the blue header bar at the top of the main document page. Doing so will re-direct you to the Change Password page.
2. There, enter your new password, confirm your new password, and click on the blue button labeled, 'Change Password.' You must click on this button; doing so saves your new password to the system.
3. You will be re-directed to the login page, where you will use your user name and new password to access your account.

If you forget your password, it can be changed from the login page. **If your account is locked, it must first be unlocked before a password can be changed by this method:**

1. Click on the words 'Forgot Password'. You will be re-directed to a web page where you enter your email address (**must** be the same email address that is associated with your TMC Owners Resource account) and click on the blue button, 'Send Reset Instructions.' A link to a web page will be sent to your email address. This must be done rather quickly before the system gives you a timed-out error. If you don't see the email from the system, look in your spam or junk email folder.
2. Open the email message and click on the link.
3. Type in your new password and re-type it in the Confirm Password Box. Click on the blue 'Change Password' box; doing so saves your new password. You will be re-directed to the login page.
4. At the Log-in page, type in your user-name (email address associated with your account) and your new password.

Site development is an ongoing project. 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](mailto:ownersresource@tmcrv.com)