



U.S. Department of Transportation  
National Highway Traffic Safety Administration

### DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received: 02-DEC-2003  
Repository:   
Reference No.: 10049903

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: PLYMOUTH State: NH Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
Signature of Owner: \_\_\_\_\_ Date: 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4V26XFB03 [Redacted]  
Make: FREIGHTLINER Model: FREIGHTLINER Model Year: 1999  
Custom chassis  
Date Purchased: JAN - 2000 Dealer's Name and Telephone Number: \_\_\_\_\_  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Engine: No. Cylinders: \_\_\_\_\_ Fuel Type: DIESEL  
Transmission Type: \_\_\_\_\_ Antilock Brakes:  Powertrain: \_\_\_\_\_  
Cruise Control:  Vehicle Component Code: 062100 ENGINE AND ENGINE COOLING; COOLING SYSTEM; RADIATOR  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): \_\_\_\_\_ Failure Mileage: \_\_\_\_\_ Failure Speed: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTM1ALBABC036): \_\_\_\_\_ Original Equipment:  Failure Location: \_\_\_\_\_  
Prior Repair:  Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**  
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No  
Fire:  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

FREIGHTLINER CUSTOM CHASSIS OVERHEATED DUE TO DEBRIS ENTERING THE AIR CONDITIONER AND RADIATOR. \*AK  
AIR CONDITIONER, NOT INVOLVED - IT IS THE CHARGE AIR COOLER AND RADIATOR WHICH PLUGGED DUE TO THE ENGINE BREATHER TUBE LOCATED IN THE WRONG PLACE.  
See ATTACHED LETTER AND INFORMATION

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

[REDACTED]  
Plymouth, Minnesota  
December 22, 2003

Subj: Freightliner Custom Chassis  
Vin # 4U26XFBA [REDACTED]

Dear Sir

Enclosed is the Vehicle Owners Questionnaire form and other data that pertains to the problem that I have reported. First of all this doesn't relate to the air conditioner but to the Charge Air Cooler, ICACI the Engine Breather Tube and the Radiator.

The Charge Air Cooler is used to cool combustion air that has been compressed before it enters the engine. It is attached to the radiator in the path of airflow through the radiator.

The problem is that the Engine Crankcase Breather Tube was located in the suction path of airflow through the Charge Air Cooler and Radiator. This allowed a fine oil mist to be deposited on the Charge Air Cooler and Radiator. This caused an accumulation of road dirt on the Charge Air Cooler and Radiator.

There is a Service Bulletin that was issued in September 2001 on this matter. It is information on a Breather Tube Extension that corrects this problem. The information that I have is that some people were notified of this problem and correction costs were paid for by Freightliner. In my case the cost of repair and correction were denied.

Freightliner stated in their reply to me that Radiator Steam Cleaning is normal maintenance. It is my contention that this is not the case. It is my belief that a recall should have been issued not a service bulletin. Freightliner did recommend a change in the Breather Tube by installing an extension and did change their design to incorporate this.

Thank you for your help in this matter.

Sincerely

[REDACTED]

# Engine Breather Tube Extension

# 01-7

> Conventional Vehicle  
School Bus

> Shuttle Bus  
Waste-to-Energy

Freightliner Custom Chassis  
Service Bulletin

## General Information

On XC, XCS, and XB chassis vehicles with rear radiators (Caterpillar or Cummins engine), the end of the engine crankcase breather tube is located near the suction path of air flow through the radiator. This can allow a fine oil mist to be deposited on the radiator and cause an accumulation of road dirt on the radiator fins. If not routinely cleaned, the oil/dirt accumulation can cause the engine operating temperature to rise.

**NOTE:** This modification does not apply to early Caterpillar 3126 engines with 1WM serial numbers. On these engines the breather tube is located in the center of the engine block, not on the fan end of the block.

A new engine breather tube eliminating this problem will be used in production in the future.

For existing vehicles, install a breather tube extension. See the installation drawings, bills of materials (BOM), and breather tube extension part numbers in Table 1 below.

## Breather Tube Extension Installation

1. Park the vehicle on a level surface.
2. Shut down the engine, set the parking brake, and chock the tires.
3. Gain access to the engine compartment.
4. Blow-clean the radiator and the charge air cooler (CAC).

**NOTE:** In severe cases, it may be necessary to remove and separate the radiator and CAC before steam-cleaning.

5. Install the breather tube extension.

Engine Breather Tube Extensions				
Engine Mfr./Model	Radiator Size (sq. in.)	Install. Drawing Nr.*	Bill of Materials Nr.1	Extension P/N
CAT 3126	910	D01-27437-000	-	01-27383-000
CAT 3126	1050	D01-27386-000	111-C00609	01-27383-000
CUM ISD	910	D01-27384-000	111-C00607	01-27381-000
CUM ISD	1050	D01-27385-000	111-C00606	01-27382-000

\* Request installation drawings via CAD or through your district service manager (DSM).

1 See "Vehicle Specifics of Materials" in ServiceAdvisor for bills of materials (BOM).

Table 1, Engine Breather Tube Extensions

6. Remove the chocks from the tires.

## Parts

Parts are available through the PDCs. See Table 1.

## Warranty

Normal warranty applies. When submitting claims, reference this service bulletin by number in the story of the claim and use the damage codes and repair time information in Table 2.

**IMPORTANT:** Requests for time in excess of the SRT operations described below must be documented in detail and submitted through normal Warranty channels.



# STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

MIKE HATCH  
ATTORNEY GENERAL

December 10, 2003

BULKY 1400  
445 MINNESOTA STREET  
ST. PAUL, MN 55904-2121  
TELEPHONE: (651) 296-7676

[REDACTED]  
Plymouth, MN [REDACTED]

**Re: Freightliner Custom Chassis Corporation  
File No: DDS/2003/281309/C**

Dear [REDACTED]

On behalf of Minnesota Attorney General Mike Hatch, I thank you for your correspondence dated December 6, 2003.

You state that on January 14, 2000, you purchased a motor home, which is built on a Freightliner Custom Chassis. You indicate that during a recent motor home trip the engine began to overheat. You state that when you returned to Minnesota, you had the vehicle serviced at Boyer Trucks in Rodgers, Minnesota. You note that Mr. Keith Marthaler, Service Shift Supervisor at Boyer Trucks, informed you that the radiator was low on fluid and that the charge air cooler and radiator were clogged. He further informed you that this was caused by the fact that the blow-by extension or breather tube was too short, which allowed oil exhaust to be propelled into the charge air cooler and radiator. You paid \$101.45 for an oil change and \$748.15 for repairs to your engine.

You state that on November 8, 2003, you read a article in the December issue of *Motor Home* magazine, written by Cher Blevins, Warranty Manager of Freightliner Custom Chassis. You indicate that Cher Blevins answers a question posed by another motor home owner who experienced the same engine problem you did. In the response, Cher Blevins states that "in certain cases, the (blow-by extension tube) is too short and allows oil exhaust to be propelled into the radiator and charge air cooler assemblies. This can clog the fins of the radiator and prevent proper cooling." Cher Blevins notes that in the article that Freightliner Custom Chassis issued a service bulletin to correct the issue and that the repair was to be covered under the Chassis warranty. You state that, however, that you received no such service bulletin from the company and that when you informed the company of the problem, you were told that your Chassis warranty had expired. You want the company to pay the \$748.15 in repairs to your engine and you ask this Office for any assistance it can provide.

Under Minnesota law the Attorney General's Office has limited authority. For instance, it has jurisdiction to represent State agencies. It does not, however, have jurisdiction to represent private citizens. Notwithstanding this limitation, I can provide the following comments, which I hope will be helpful.

December 10, 2003

Page 2

Although this Office does not have authority to order a company to take a particular action, many businesses respond favorably to correspondence from this Office. I am enclosing a copy of a letter I sent to Freightliner Custom Chassis on your behalf. I will let you know when we receive a response from the company.

I thank you again for contacting this Office.

Sincerely,



DEREK SANFT

Consumer Services Division

Tel: (651) 297-1878 - Fax: (651) 296-9663

Enclosure

AG: #938103-v1

December 10, 2003

Freightliner Custom Chassis Corporation  
552 Hyatt Street  
Gaffney, SC 29341

Re: [REDACTED]

File No: DDS/2003/281309/C

Dear Sir/Madam:

The Office of the Minnesota Attorney General has been contacted by [REDACTED] with a complaint in regard to Freightliner Custom Chassis Corporation. [REDACTED] resides at [REDACTED] Plymouth, Minnesota 55442. [REDACTED] phone number is [REDACTED].

[REDACTED] states that on January 14, 2000, he purchased a motor home, which is built on a Freightliner Custom Chassis. He indicates that during a recent motor home trip the engine began to overheat. Mr. Nordhogen states that when he returned to Minnesota, he had the vehicle serviced at Boyer Trucks in Rogers, Minnesota. He notes that a Mr. Keith Marthaler, Service Shift Supervisor at Boyer Trucks, informed him that the radiator was low on fluid and that the charge air cooler and radiator were clogged. He further informed Mr. Nordhogen that this was caused by the fact that the blow-by extension or breather tube was too short, which allowed oil exhaust to be propelled into the engine air cooler and radiator. Mr. Nordhogen paid \$101.45 for an oil change and \$748.15 for repairs to his engine.

[REDACTED] states that on November 8, 2003, he read an article in the December issue of *Motor Home* magazine, written by Cher Blevins, Warranty Manager of Freightliner Custom Chassis. He indicates that Cher Blevins answered a question posed by another motor home owner who experienced the same engine problem as [REDACTED]. In the response, Cher Blevins states that "in certain cases, the (blow-by extension tube) is too short and allows oil exhaust to be propelled into the radiator and charge air cooler assemblies. This can clog the fins of the radiator and prevent proper cooling." Cher Blevins notes that in the article that Freightliner Custom Chassis issued a service bulletin to correct the issue and that the repair was to be covered under the Chassis warranty. [REDACTED] states, however, that he received no such service bulletin from the company and that when he informed the company of the problem, he was told that his Chassis warranty had expired. [REDACTED] wants your company to pay \$748.15 for the repairs to his engine.

This Office requests that you investigate the problem described in [REDACTED] complaint and send a written response to [REDACTED] and this Office within ten (10) days from the date of this letter. You may send your response to this Office at:

Derek Sanft  
Attorney General's Office  
445 Minnesota Street, Suite 1400  
St. Paul, MN 55101

Thank you for your attention to this matter. Please feel free to contact us with any questions or comments.

Sincerely,

DEREK SANFT  
Consumer Services Division  
Tel: (651) 296-2437 - Fax: (651) 296-9663

cc: [REDACTED]

AG: #958151-v1



# STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

**MIKE HATCH**  
ATTORNEY GENERAL

December 2, 2003

STATE 1-800  
445 MINNESOTA STREET  
ST. PAUL, MN 55101-2131  
TELEPHONE: (651) 366-7979

[REDACTED]  
Plymouth, [REDACTED]

Dear [REDACTED]

I thank you for contacting this Office with regard to your complaint. I am enclosing a complaint form that you may complete and return to this Office.

Please clearly state on the complaint form what action you would like the company to take to resolve your dispute so that the staff in this Office may properly assist you. In addition, please attach to the complaint form copies of documents related to your complaint, such as contracts, cancelled checks, invoices, etc.

You may return the complaint form to this Office as follows:

Minnesota Attorney General's Office  
1400 NCL Tower  
445 Minnesota Street  
St. Paul, MN 55101

A representative of this Office will contact you after we receive the completed form. We will at that time advise you of any action this Office may be able to take to assist you in getting your complaint resolved. We may also at that time provide suggestions to you of other available options for resolving your complaint.

If you have any questions or need further assistance, you may call this Office at (651) 296-3353 or toll-free at 1-800-657-3787, or visit our website at [www.ag.state.mn.us](http://www.ag.state.mn.us).

I thank you again for contacting this Office.

Very truly yours,

**MIKE HATCH**  
Minnesota Attorney General

**Enclosure**

1, Consumer Complaint Form  
AG: 488203, v. 01



Minnesota Attorney General's Office

Consumer Complaint

Consumer Protection, 1400 NCL Tower  
445 Minnesota Street, St. Paul, MN 55104

Voice: (651) 296-3353  
TTY: (651) 297-7206

Toll-free: (800) 657-3787  
Toll-free TTY: (800) 386-4812

Name (Please Print)  
 [Redacted]  
 City, State, Zip  
 Plymouth, MN [Redacted]  
 Phone Number During the Day (Include Area Code)  
 [Redacted]  
 Phone Number at Night (Include Area Code)  
 [Redacted] SAMR

Name of Company (Dealer)  
 FRIGHTLINER CUSTOM CHASSIS CO  
 Address  
 552 HYATT STREET  
 City, State, Zip  
 Gaffney, South Carolina 29341  
 Phone Number (Include Area Code)  
 864-487-1200  
 800-385-4352  
 Person Contacted  
 CHEE BLAKINS WARRANTY MANAGER  
 Title

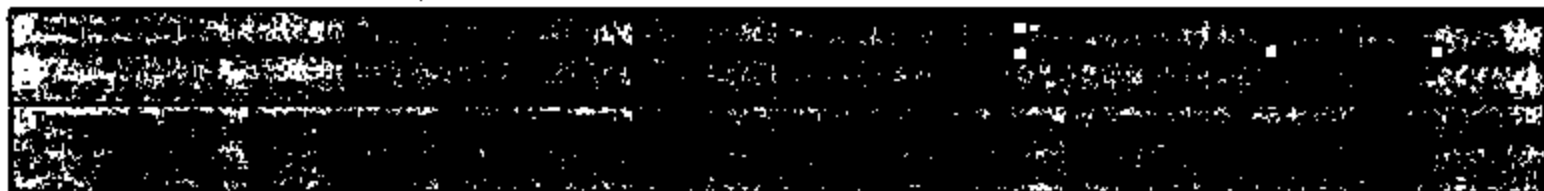
The information you provide may be used in efforts to resolve the problem and/or to enforce applicable laws. The information may be shared with the party complained against, law enforcement agencies and consumer assistance agencies. You are not legally required to provide this information, but failure to do so may hinder efforts to resolve your problem.

Have you contacted another agency?  Yes  No  
 if yes, give name of agency: \_\_\_\_\_  
 Have you filed a lawsuit?  Yes  No  
 Result: \_\_\_\_\_

Product/Service Involved FRIGHTLINER CUSTOM CHASSIS	Date of Purchase JAN 14, 2000	Amount of Purchase	Name of Service or Extended Warranty Company
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What do you want the company to do? REFUND MY COST, TO CLEAN CHARGE AIR COOLER AND RADIATOR THAT WAS CAUSED BY ENGINE BREATHER TUBE PLACED IN THE WRONG AREA - COST \$748.15

FILL OUT SHADED AREA IF YOUR COMPLAINT IS ABOUT A MOTOR VEHICLE



Explanation of Complaint:

See Attached Letter and documents

The information I have given you is true and accurate to the best of my knowledge and may be used as stated on this form.


Signature

[Redacted Signature]

We hope our efforts will assist you in resolving this problem.

Mike Hatch  
Minnesota Attorney General

Mike Hatch  
Attorney General  
1400 N C L Tower  
445 Minnesota Street  
St. Paul, Mn. 55101

  
Plymouth, Mn.  
December 6, 2003

Dear Mr. Hatch

I am enclosing a complaint form and documents regarding a claim for service work, cost of which is \$748.15, completed on my motor home. The motor home is built on a Frightliner Custom Chassis. It is my contention that when the custom chassis was built the engine breather tube was located in the wrong place. That is it was in the suction path of airflow through the Charge Air Cooler and Radiator. That is it was in the suction path of airflow through the radiator. This allowed a fine oil mist to be deposited on the Charge Air Cooler and Radiator. This caused an accumulation of road dirt to plug the Charge Air Cooler and Radiator. This caused overheating, loss of mileage and performance.

In September 2001, Frightliner issued a service bulletin, copy enclosed, on a fix to eliminate this problem by installing a breather tube extension. It is my contention that this should have been a recall and not a service bulletin.

In the enclosed documents is a copy of a magazine article about the same problem that I had. If Mr. Joe Ewing, the complainant in the article, was notified by Frightliner of this defect, why was not. I still say this should have been a recall and not a service bulletin.

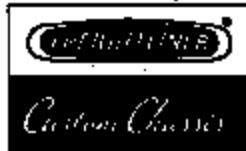
I did submit a claim to Frightliner regarding this matter and received a short letter denying it, copy enclosed. I have never heard of steam cleaning to be considered normal maintenance as this letter claims.

All I ask is that I be compensated for my cost of \$748.15 to rectify this defect. Frightliner did pay the great sum of \$11.25 for parts.

Thank you for your help in this matter and I appreciate anything you can do for me.

Sincerely





Freightliner Custom  
Chassis Corporation  
552 Hyatt Street  
Goheen, South Carolina 29941  
864.487.1700 Phone  
864.487.1718 Fax

November 25, 2003

[REDACTED]  
Plymouth, MN [REDACTED]

RE: 4UZ6XFBA3 [REDACTED]

Dear [REDACTED]

I am responding to your letter, which was received by Freightliner Custom Chassis on November 17th, 2003, in which you request warranty consideration for radiator / steam cleaning. This is considered to be normal maintenance as required by the engine manufacturer. Also, your chassis warranty expired on 01/14/02. Therefore a warranty claim can not be filed after this date.

I thank you for the opportunity to address this issue. If you have any questions, please feel free to contact a customer support representative at 800-385-4357.

Sincerely,

A handwritten signature in black ink, appearing to read "Cher DeMeza".

Cher DeMeza, Warranty Administrator  
Freightliner Custom Chassis Corporation

copy

To: Cher Blevins  
Warranty Manager  
Frightliner Custom Chassis Corporation  
552 Hyatt Street  
Gaffney, South Carolina 29341

Subj Frightliner Custom Chassis  
Vin Number 4U26XFBA3YCG13043

Dear Cher Blevins

While on a recent motorhome trip out west, the Cummins diesel engine in my Frightliner chassis begine to overheat. By reducing speed and stoping I was able to cool down and resume my trip.

After getting home, I made arrangements to have the oil changed at Boyer Trucks in Rodgers, Minnesota on November 6, 2003. When starting the engine to go to Boyer, the low water warning light came on and stayed on for period of time. After warming up a little the light went out.

Ariving at Boyer Trucks, I informed Keith Marthaler, service shift supervisor, of this and asked that it be checked along with the oil change. After waiting a while for the service work to be done, Keith informed me that the radiator was low on fluid and also that the cause was that the Charge Air Cooler and radiator were clogged. He also stated that this was due to the fact that the Blow-by Extension or Engine breather tube was to short and allowed oil exhaust to be propelled into the charge air cooler and radiator.

I was told that the fix was to remove the charge air cooler and radiator and steam clean them and extend the breather tube out of the suction path of air flow through the radiator. This fix was estimated at \$400 to \$1,000.

On Saturday November 8, 2003, I received my December issue of the Motor Home magazine. I read with great intrest a article in Chuck Campbell's "Hot Line" column. This in behalf of a reader who asked for additional assistance regarding a problem with a plugged charge air cooler due to a blow-by extension tube being to short. This is exactly what my problem is.

You, Cher Blevins said in this article that a service bulletin to correct this problem was issued and that Mr Ewig, the complainent, was notified of this issue on April 8, 2002. I have a copy of this service bulletin and note that it was originated in September 2001.

I was never informed of this problem and needles to say would have promptly taken care of it when noitified. I have received several other recalls or notices and have always promptly taken care of them.

In the same Motor Home magazine is a copy of a letter from Terry Zahn in which he states that Spartan Motor Chassis reimbursed him \$1,680 to rectify the same problem.

I am inclosing a copy of my invoices that total \$849.60. Of this amount \$101.45 is due to the oil change which I am responsible for. I am asking for your help in this matter of the balance which is \$748.15. I would also like to note that Keith Marthaler, service adviser, did contact your warranty department and obtained a amount of \$11.25 for parts.

I am enclosing copies of the following for your information.

1. copies of pitchers of affected area
2. copies of Motor Home magazine articals
3. copies of invoices
4. copie of warranty service invoice

Thank you for your help in this matter and I appreciate anything you can do for me.

Sincerely,

[Redacted signature]

Plymouth, Minnesota [Redacted]

Phone # [Redacted]

November 14, 2003

## Hot and Bothered

Unable to facilitate the resolution of a warranty-related issue, a reader asked *Hot Line* for additional assistance. He wrote:

*While on a recent motorhome trip to Big Bend National Park in Texas, the Cummins diesel engine in my Freightliner chassis began to overheat. In an effort to get at the source of the problem, I called Freightliner's customer service department.*

*After hearing my tale of woe, the company's representative suggested I take my unit to a truck wash and steam-clean the radiator.*

*Even after following these instructions the overheating continued, prompting me to visit a Freightliner service center in San Antonio. There, the service rep explained that some coaches had been recalled because their crankcase vents were directly in front of the radiator, which resulted in these systems being plugged up. He said that the installation of a \$23 part might fix my problem. Although I purchased the suggested part, my engine continued to overheat. My usual remedy was to pull over, turn off the engine and restart it (like rebooting a computer). It would then perform OK for the next 50 to 100 miles.*

*After several more visits to the Freightliner shop with no success at demonstrating the overheating problem, I was advised that when the situation occurred again I should drive directly to the shop while the symptoms existed.*

*The next time the engine overheated we were in New Mexico, so I took it to a Cummins dealer in Albuquerque. Once the circumstances were investigated, we were advised that the radiator and intercooler were plugged up and needed to be pulled out and cleaned. The estimate for this service was \$1,000.*

*When I called Freightliner about my predicament, the company declined to cover the repair under warranty even though the overheating condition had been reported many times (before the chassis warranty expired).*

*I am hoping Hot Line will get involved and see if I can get a more satisfactory resolution to this problem.*

Josh Ewing  
San Antonio, Texas

*Hot Line* requested Freightliner Custom Chassis (FCC) to take another look at Ewing's case. Following is the company's reply to him (copy sent to *Hot Line*):

In reviewing your letter and our notes on your vehicle, it would appear that you have been experiencing a problem with the blow-by extension tube. In certain cases, this tube is too short and allows oil exhaust to be propelled into the radiator and charge air cooler assemblies. This can clog the fins of the radiator and prevent proper cooling.

FCC issued a service bulletin to correct this issue, which is covered under your chassis warranty. According to our records, you were made aware of this service bulletin on April 8, 2002, while your vehicle was still within its basic chassis warranty.

In order to comply with the new-vehicle warranty, an owner must promptly return the chassis to an authorized facility for repairs within applicable time or distance limits (please reference your FCC Owner's Warranty Information book regarding new vehicle limited-warranty issues).

In an effort to maintain customer goodwill, I am writing a warranty authorization to have your requested repair completed. This authorization expires in 60 days of this letter, and work must be completed within this timeframe by an authorized Freightliner dealer.

Thank you for allowing FCC to address this issue. If you have any questions, please contact our customer service department.

Cher Blevins  
Warranty Manager  
Freightliner Custom Chassis  
Corporation  
Gaffney, South Carolina

## Brake Meltdown

Hoping *Hot Line* could help him solve his braking problems, a reader sent us the following letter:

*Although I bought a Brake Buddy auxiliary braking system for the Honda CRV I pull behind*

(Helping) Hands Across America

**D**uring a recent trip to Arizona, we experienced slight overheating in our National RV motorhome. The yellow Check Engine light was coming on and, eventually, the red Shut Down light would follow. We discovered that we could overcome the immediate problem by stopping the coach, shutting off the engine and then restarting, but it didn't solve the underlying cause. The coach was taken to a repair center,

where the mechanic found that the charge air cooler (CAC) and the radiator were plugged with oil, which had been dripping from the engine's blow-by extension tube. The CAC and radiator had to be removed and steam-cleaned. The repair center informed us that the situation could have been avoided if the blow-by tube had been extended below the radiator.

We wrote Spartan Motors Chassis and asked the company to explain why we had to spend \$1,680 to rectify a problem that we (and the mechanic) felt was a manufacturing flaw.

To our amazement and delight, we received a check for the full amount. We praise the people at Spartan for their consideration; their prompt attention to this matter certainly reinforced our opinion that we made the right choice when buying their product.

Terry Zahn  
Livingston, Texas

Giving Credit  
Where It's Due



Blow-by Extension tube



RADIATOR





Charge Air Cooler

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**