

Lincolnton, GA 30817
April 2, 2005

2005 APR 12 PM 5:39

Mr. Andrew Taitz, President
Workhorse Custom Chassis
600 Central Avenue
Suite 220
Highland Park, Ill. 60035

10117860

Dear Mr. Taitz:

My wife and I are owners of a 2004 Itasca Suncruiser VIN 5B4MP67G04 [REDACTED] with which we are very pleased except for one thing. The closest Workhorse service location is at Simpsonville, SC, about 85 miles from my home. The motor home was recently subject to Recall 50402-C, and when I sought to make an appointment to have the vehicle checked, Simpsonville Chevrolet did not have the equipment to diagnose whether there was a problem. Your Customer Assistance people told me the closest service center to me which was properly equipped is Love Chevrolet in West Columbia, SC, 105 miles away.

I made an appointment with Love Chevrolet and made a special trip to have the problem corrected. Mr. W. Ken Amick with Love Chevrolet provided wonderful service, and the correction took about 15 minutes. However, the trip took about half a day and cost \$75.65 (see attached receipt) in gasoline. The recall was necessitated by the error of your company or your supplier, and I feel that I should be reimbursed for the cost of the gasoline. I am retired and able to take time to make the trip and am not requesting compensation for my time, but I sincerely feel the cost of the gasoline should be borne by the party at fault.

Additionally, CSRA Camperland in Augusta, GA has recently become a Winnebago dealer and will be selling vehicles with your chassis in this area and it would be helpful to have a Workhorse service center in the Augusta area. Your consideration and advice will be appreciated.

Sincerely,

[REDACTED]
cc-
Love Chevrolet

✓ Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

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