

To:

NHTSA  
U.S. Department of Transportation  
Washington, D.C. 20590

APR 27 2006

CC:

10154133

Customer Assistance Center  
Workhorse Custom Chassis, LCC  
850 Stephenson Highway, Suite #510  
Troy, MI 48083-1174  
Tel 1-877-946-7731

P.O. Box 152  
Forest City, Iowa 50436  
Attention Owner Relations Department  
Tel 1(800)537-1885

Berryland Motors & Campers  
42775 Pleasant Ridge Road Ext  
Ponchatoula, LA 70454

REGARDING:  
2005 Sunova IFD30B  
Serial number 70D60F243147  
VIN 5B4LP5 [REDACTED]  
Purchase date September 13, 2005  
Dealer Berryland, 42775 Pleasant Ridge Road Ext, Ponchatoula, LA 70454  
Tel (985) 370-7001

Dear sirs;

I am writing this letter in regard to an 05' Winnebago Itasca Sunova 30b with workhorse chassis I purchased September 13, of 05', brand new after loosing my home in Hurricane Katrina (I now live in the RV).

I am having unresolved coach problems as well chassis problems (14 total) including:

3 notices to the dealer (Berryland) of problems with the Chassis. The RV is extremely reactive to very slight wind gusts from small to large vehicles, and crowns on the road. It is not safe to drive faster than 55mph. At first these notices were dismissed by the dealer thinking I am a novice RV driver (quite the contrary). After my second notice to the dealer, they told me to go see the work horse chassis dealer (Ross Downing, 985-345-1285). My appointment with them resulted in a recommendation to install a product called "Safety plus" steering stabilizer and nothing more could be done. Their recommended fix is not a warranty fix nor is it installed by Ross downing. This

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recommendation came after a 5 minute inspection which I helped the tech perform (NO ROAD TEST). He was under the chassis while I jerked the steering wheel left and right with engine off. Also he had me jump up and down on the driver seat. I immediately left after his inspection and had the recommended product installed at Dixie Land RV. The problem was not fixed. I then made another visit to Berryland for other repairs. I notified them for the third time about the chassis problem and the technician noted there was a severe drooping and pull on the driver side when he drove the RV for service. I told them my experience with Ross Downing and they suggested I seek a different chassis dealer. I called another workhorse service center, GM Varnado (1800-924-5506), but they couldn't offer me an appointment. I am hoping that one of the three of you can resolve this problem (work horse, Winnebago or Berryland).

I also have a grocery list of problems with the coach including:

- 1 stove top 'O' ring
- 2 slide out fascia right side
- 3 driver side front fender
- 4 passenger side front fender
- 5 Water heater
- 6 Driver side mirror
- 7 left slide out fascia
- 8 Slide out leak
- 9 toilet spray leak
- 10 bathroom caulk cracking / separation
- 11 shower caulk cracking / separation
- 12 delaminating kitchen sink
- 13 Bubbling wall paper

Some of these problems are ongoing and a few are resolved. The most notable unresolved issue is the right and left front fender.

I drove the RV to Baton Rouge only days after delivery. Along the way, driver side fender blew out (hanging on by only electrical wire). I taped it closed to finish my trip. Then I called Berryland to report. They asked if the tape would hold as they were very busy, could I call in a few weeks.

I then evacuated for Hurricane Rita September 24, 2005. While driving I-10, both driver and passenger front fenders blew out. I called Berryland and demanded an immediate fix. I drove with flapping fenders in-between pulling over to re-tape so I could make it all the way to Berryland and arrived the night of September 24. The morning of September 25, a technician drilled through the fenders into the frame and temporarily fixed with sheet metal screws. They ordered the fenders at that time and said they would call when the fenders arrive.

Water heater went dead morning of 2-2-06. Called Lafayette Louisiana's local Winnebago dealer, they declined to do the work because I didn't buy it from them. Called Berryland and they said I'd have to wait a month for appointment. I explained I lived in it after we lost our home to Katrina. They said bring it in right away and they

would try to get to it soon as possible. I brought it that day, got a hotel room and left it with them. I picked up the repaired RV the next day. At that time, I asked about the arrival of the interior fascia trim which had broken during the delivery orientation (first day I had it during the technician walk around) and the fenders. It took them an hour to even find the tickets (record of ordering). Then they confirmed the parts had arrived. We set an appointment for repair. All this after they initially told us they would alert me via a phone call when the parts arrive.

Fender and fascia appointment was for 2-27-06. I dropped off the RV with Berryland for the repairs. I reported to the technician upon dropping off the RV that the driver side mirror had also blown away while driving there. It could not be adjusted back to a safe viewing angle. He said he would fix it. 2-28-06 we were given a call by Berryland saying they were done, with some extra news. The fenders they had ordered were the wrong ones. The fascia was fixed only to find another fascia had broken. Also the slide out was leaking. They would order another fascia and 2 more fenders. After the RV was released to me, driving away 1 exit down the interstate I realized the mirror hadn't been fixed. I filled up with gas and turned around. They fixed it immediately. However, after leaving, about 100 miles later, the mirror began blowing away again.

I am sure you've noted not all 13 of the coach problems have been discussed. Some have been fixed. Others are recurring. And others still we have been informed to report them our next visit to have the parts ordered only to set another appointment to have those repaired.

I am disgusted with the quality of this vehicle stem to stern. Please, someone, anyone take appropriate action and rectify this situation in an appropriate and professional manner exceeding industry standards, showing your commitment to your products and customer satisfaction.

kindest Regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]