

NEGATIVE CONFIDENTIAL

New Smyrna Beach, FL

April 7, 2006

2006 APR 27 PM 12:12

MotorHome Hot Line
Motorhome Magazine
2575 Vista Del Mar
Ventura, CA 93001

10157349

2006 APR 27 PM 2:46

Enclosed are copies of a chronological series of invoices, and communications between Western RV and us regarding repairs on the brake system on our coach. We are requesting reimbursement of three repair bills for failed ABS sensors, a total of \$1036.47. Western RV acknowledges a problem with the calipers and has paid for replacements. They also paid for one set of front ABS sensors in New Hampshire in 2003. We feel that the repeated failures of the ABS sensors were directly caused by the problems with the calipers, and should all be covered. Western RV disagrees.

We first paid to replace our front ABS sensors and hub in Alaska in 2002 for \$363.09.

The front sensors failed again in New Hampshire a year later in 2003. At that time, we were told there was a caliper problem, and Western RV paid for the replacement of front calipers and the front ABS sensors.

We received a formal notice on the caliper problem from Western RV in November of 2004. When we contacted Western RV regarding the recall repair work, we were told by Charlie Blansett (who is no longer employed at Western RV) that the problem was strictly with the front calipers which we had replaced, and we were OK.

After replacing the left rear ABS sensor in 2004 (\$280.20) and both rear ABS sensors in 2005 (\$393.18), we learned from Western RV that the caliper defect was both front and back. Western RV sent out new rear calipers, and paid for their installation. They are not willing to cover any of the rear ABS sensor replacements.

Any assistance you can provide would be greatly appreciated.

Cc: Phil Mattoon, Customer Service, Western Recreational Vehicles, Inc.
Safety Administrator, National Highway Traffic Safety Administration

NARS
RA
5/2/06

[REDACTED]
New Smyrna Beach FL [REDACTED]
September 9, 2003

Charlie Blansett
Western RV, Inc

Dear Charlie,

Enclosed please find a copy of the charges that we paid to McDevitt Trucks Inc for the work on our Alpine coach that resulted from the faulty calipers.

We are requesting full reimbursement of this charge for the following reasons:

1. At our expense, we previously replaced the right ABS sensor and hub in Alaska in the summer of 2002, possibly due to the caliper problem.
2. The replacement of sensors, brake pads, and hub in New Hampshire were all related to heated brakes, due to drag in calipers.
3. When we contacted Western RV, you indicated that there was a problem with calipers and you would supply the calipers and pay for their installation. We subsequently spent 2 weeks in New Hampshire awaiting parts, which caused us to miss a long-planned reunion in New York. A good bit of this wait could have been avoided. Western RV would not allow McDevitt to get the calipers from their supplier, but insisted that they be sent from Western RV, even though Western RV did not have parts in stock. Western RV also insisted that the parts be sent to Western RV, and then shipped to McDevitt, instead of having them sent directly to McDevitt. Despite our request that the shipping be expedited, Western RV elected to send the packages by 2-day delivery. Further, Western RV shipped the parts in 3 boxes. One of the boxes did not arrive. We later learned that the previous shipping label on the box had not been removed, so it was routed back to Western RV (the old label) rather than to McDevitt.
4. As we arrived back in Ohio, the bolt fell out of the pin holding the caliper in place on the right side. The local Mack dealer came out to repair it, and informed us that the bolt required for the new calipers was different from the old bolt. The new bolts were longer and threaded differently. Apparently, McDevitt used the old bolts in their installation on both sides. Were new bolts provided with the calipers?

We anticipate speedy resolution of these charges.

Sincerely,

[REDACTED]



September 16, 2003

[REDACTED]
[REDACTED]
New Smyrna Beach, FL [REDACTED]

Vin Number: 74136

Dear [REDACTED]:

Thank you for returning the invoice from McDevitt Trucks, Inc. to repair the brakes on your 40-foot ALPINE coach.

I am sorry to learn of the difficulties encountered with the parts that were shipped to McDevitt truck for this repair work. As a gesture of goodfaith, a payment of \$640.55 is enclosed to cover the cost of this repair work.

The Mack dealer is correct, the new pin slides require new bolts that are different than the original bolts. These bolts are supplied in the pin slider kit that was supplied to McDevitt truck. I would consider them negligent if they installed the original bolts in the pin slides.

Should you require any further assistance, please feel free to contact our Customer Service Department.

Best regards,
WESTERN RECREATIONAL VEHICLES, INC.

Phil Mattoon
Customer Service Manager

PRM/cjb

Enclosure: Check for \$640.55



CSAR 1055

1-800-888-4133

Winter
Garden

ABC BUS

Fuzzy

~~Pat~~

407-656-797

DAVE

Steve

350-6795
 407-895-1221
 Mike Coag 1-800-

-12⁰
Coach C. K. G.
Mike 1-800-838-7639
West

November 10, 2004

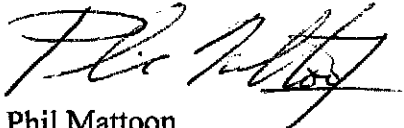
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Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If after contacting your dealer or the Western RV Customer Service Department you are unable to have this safety defect remedied without charge and within a reasonable time, you may wish to call, toll free (888) DASH-2-DOT ((888) 327-4236) or write:

Safety Administrator
National Highway Traffic Safety Administration
400 Seventh Street S. W.
Washington, DC 20590

Sincerely,
WESTERN RECREATIONAL VEHICLES, INC.

A handwritten signature in black ink, appearing to read "Phil Mattoon", is written over a horizontal line.

Phil Mattoon
Customer Service

May 16, 2005

[REDACTED]
[REDACTED]
New Smyrna Beach, FL [REDACTED]

VIN # [REDACTED]

Phil Mattoon
Customer Service
Western Recreational Vehicles, Inc
3401 W Washington Avenue
Yakima, WA 98909

Dear Mr. Mattoon:

One of a responsible motorhome driver's greatest fears is a problem with brakes, and we have had a continuum of problems with ours since 2002.

Our first instance was in Alaska in 2002 when we carefully descended a steep hill into Skagway in low gear, tapping the brakes as minimally as possible. Nevertheless, at the bottom, the brakes were red hot. We had to replace a melted right front hub and the right ABS sensor at a cost of \$363.09 to us. It is worth noting that we descended this hill in the same manner as our traveling companions in an Endeavor coach, and they had no problem with their brakes.

Exactly one year later, same problem. This time, we were stranded in New Hampshire for two weeks while the problem was diagnosed, the parts were procured from you, and the work was done. You did admit to a caliper recall at that time and did pay for this work after receiving a letter from us (copy enclosed). At that time, you also reassured us that this was strictly a front caliper defect and our problems should be resolved.

In May of 2004, the left rear ABS sensor failed and it was replaced by us at a cost of \$280.20. The right rear sensor was reported as worn, but was not replaced.

In April of 2005, we had to replace both rear ABS sensors at a cost of \$393.18. A call to you then turned up a recall on the rear brake calipers. You sent out new rear calipers, which were installed at a cost to us of \$287.60.

Over the past several years, we have spent countless hours and many dollars having brake work done, and even more hours worrying about the reliability of our brakes in between. All of this appears to have as its cause the defective factory installed calipers.

Enclosed for reimbursement is the 4/18/2005 bill for \$287.60 for replacement of the rear calipers on our coach. We are also requesting reimbursement of the enclosed brake work bills for \$363.09, \$280.20, and \$393.18 respectively, which we feel are directly related to the caliper problems. We would also like some reassurance that recalls which effect our coach will be reported to us in a timely manner, and not just after we report a problem.

On another topic, we still have unresolved cruise control problems which were first reported to you in 2002. What began as an intermittent shutdown when we hit a bump in the road is now a consistent shutdown after about 2 hours on the road. Multiple trips to various shops have not resolved the problem. Any suggestions?

Also, we are seeing warping of the wood products in our motorhome. Our front cabinets, in particular, have a widening gap between the top of the cabinets and the ceiling. Our kitchen table and its slide out extension are also visibly bowed and splitting. Any suggestions?

If you have questions or require further information, please contact us at [REDACTED]

[REDACTED]

[REDACTED]



May 23, 2005

[REDACTED]
[REDACTED]
New Smyrna Beach, FL [REDACTED]

Vin Number: [REDACTED]

Dear [REDACTED]

I am in receipt of your correspondence dated May 16, 2005, regarding the brake caliper recall on your 40-foot ALPINE Coach.

I do not understand why you feel you were not notified of the brake caliper recall. Our records show that you received this recall letter on November 18, 2004 and it was signed for by [REDACTED]. This was notice of the only recall that has been issued for the brakes on your coach.

I can refund the repair amount on the invoice from Triple M Mobile Mechanics, Inc. Enclosed you will find payment of \$287.60. I have no authority to reimburse you for the previous invoices you submitted.

Should you have any further questions or comments regarding this matter, please feel free to contact our Customer Service Department on our toll free line at (866) 567-4133.

Best regards,
WESTERN RECREATIONAL VEHICLES, INC.


Phil Mattoon
Customer Service

PRM/tms

Enclosure: Check for \$287.60

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).