

NHTSA ccmMercury Routing Slip



Printed: 11/13/2006

NHTSA #: ES06-007239

XREF #:

Delivery: REG

Rec'd Date: 11/13/2006

Doc Type: GEN

Address To: NOAD10

Referred By: NPO-011

Doc Date: 10/26/2006

Due Date: 12/12/06

S10 #:

DOT/I #:

RMP #:

Subject: COPY OF EMAIL FROM [REDACTED] TRANSMITTING LETTERS FROM
WORKHORSE CHASSIS CONCERNING THE UNSAFE STEERING MECHANISM IN THEIR HURRICANE
MOTORHOME

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: BMILLINGS x62775

Ack By:

Signature: DEMETER

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

CENTREVILLE, VA

Tel: Fax: E-mail:

10174303

2006 NOV 14 AM 8:40

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	11/13/2006		11/13/2006
NVS-010	INFORMATION	11/13/2006		11/13/2006

001

Morie 11/14/06



Thank you for your comments. Your comments were sent to nhtsa.webmaster@dot.gov
Click here to Return to NHTSA home page.
Below is a copy of the email that was sent to nhtsa.webmaster@dot.gov

To: nhtsa.webmaster@dot.gov

From: [REDACTED]

Subject: UNSAFE STEERING, WORKHORSE CHASSIS

Comments: REFER WORKHORSE CUSTOM CHASSIS W-20 ON OUR 2007 4 WINDS HURRICANE, 33H PURCHASED JULY 31, 2006, VIN #5B4MP67G963 [REDACTED]. THE STEERING MECHANISM IS DANGEROUSLY UNSAFE IN THAT IT IS VERY LOOSE, DRIFTS AND SUBJECT TO SUDDEN JOLTS TO THE ROAD EDGE BY PASSING VEHICLES. I HAVE DRIVEN 3 OTHER MOTORHOMES ALL WITH WORKHORSE CHASSIS OVER 110,000 MILES AND AM COMPETENT IN DETERMINING THE COMBINATION OF SAFETY AND ENVIRONMENTAL FACTORS OF SAFE DRIVING. TO DATE, I HAVE REPORTED IT 3 TIMES IN WRITING TO THE DEALER AND WORKHORSE. A WORKHORSE "EXPERT" DID TEST DRIVE IT ON SEPTEMBER 24 ON I-5 66 AND CONCLUDED THAT IT WAS WITHIN THE MANUFACTURERS SPECIFICATIONS AS NOTED IN W/H LETTER OF OCTOBER 23 TO US. THE DAY OF THE TEST DRIVE WAS SUNNY, NO WIND AND LIGHT TRAFFIC WE STRONGLY DISAGREE WITH THEIR FINDINGS AND WILL CONTINUE WITH YOUR HELP TO PURSUE THIS ISSUE UNTIL WE HAVE A SAFE STEERING CONDITION ON THIS BEAUTIFUL MOTORHOME. PLEASE ADVISE AND YOUR GUIDANCE WILL BE APPRECIATED. REAL SINCERE, [REDACTED] U. S. NAVY RETIRED From NHTSA Web Site.

10-26-06

TO: ADMINISTRATOR NASON.

FOR REPORTING ACTION.



October 23, 2006

Centreville, VA

Dear

Per inspection of your motorhome on September 26, 2006 at Premier RV and Auto by Regional Service Manager, Mr. Steve Helewski, no defect was found and coach is operating within manufacturer's specifications.

With regard to your request for the addition of aftermarket equipment, there are numerous devices promoted in the aftermarket to improve motorhome handling and steering. The Workhorse has heard both positive and negative comments regarding the effectiveness of various add-on components. It depends on the particular vehicle specifications, weight distribution, and driver perception. Workhorse cannot recommend or condemn these aftermarket devices, as Workhorse Engineering has not tested nor certified them. Installation of any of these devices is considered optional equipment and will not be covered by Workhorse.

We appreciate you contacting Workhorse Custom Chassis and allowing us the opportunity to provide you with our position.

Sincerely,

Kris Hines
Customer Relations Manager

850 Stephenson Highway
Suite 510
Troy, Michigan 48063-1174
Direct: 248.588.5300
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com

[REDACTED]
CENTREVILLE, VA. [REDACTED]
[REDACTED]

OCTOBER 25, 2006

[REDACTED]
CENTREVILLE, VA. [REDACTED]

[REDACTED]
BLUE SPRINGS, MO. [REDACTED]

DEAR [REDACTED]

AS TRUSTEES AND DESIGNATED REPRESENTATIVES OF OUR [REDACTED]
FAMILY TRUST DATED MAY 15, 2000, WE HEREBY ADD THIS
ADDENDUM TO BECOME A **PERMANENT PART OF OUR TRUST**
EFFECTIVE THIS DATE.

PLEASE FIND ENCLOSED OUR LETTER OF SEPTEMBER 29, 2006 TO
MR. STEVE HELEWSKI AND MS. ERICA SMITH OF THE **WORKHORSE
CUSTOM CHASSIS COMPANY CONCERNING THE UNSAFE
STEERING CONDITION OF OUR 2007 HURRICANE MOTORHOME,
VIN #5B4MP67G963**[REDACTED]. ALSO ENCLOSED IS A COPY OF THE
WORKHORSE RESPONSE DATED OCTOBER 23, 2006 THAT DENIED
OUR REQUEST FOR "TIGHTENING UP THE EXISTING DANGEROUS
LOOSE STEERING PROBLEM OR INSTALLING AN AFTER MARKET
STEERING ASSIST CONTROL SYSTEM. ANOTHER ENCLOSURE
REPRESENTS THE EMAIL OF THIS DATE REPORTING THE UNSAFE
STEERING CONDITION TO THE NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION, NHTSA.

**THE FOLLOWING IS A LIST OF SPECIFIC INSTRUCTIONS FOR YOUR
ACTIONS SHOULD WE BECOME INJURED AND/OR
INCOMPACITATED AS A RESULT OF AN ACCIDENT WHILE
DRIVING, BEING IN OR AROUND THIS MOTORHOME.**

1. HAVE THE INVESTIGATING AUTHORITIES **IMMEDIATELY
INPOUND** THIS MOTORHOME FOR FURTHER INVESTIGATION OF
THE STEERING MECHANISM AND RELATED PARTS BY
DISINTERESTED AUTHORITIES.

2. GIVE A COPY OF THIS ADDENDUM WITH ENCLOSURES TO THE PROPER AUTHORITIES AND NOTIFY THE INSURANCE COMPANY; CURRENTLY GMAC INSURANCE. 1-800-325-1088.

3. ENGAGE PROFESSIONAL LEGAL SERVICES FOR GUIDANCE AND ASSISTANCE IN SEEKING A SUITABLE RESOLUTION.

4. SEND COPIES OF ALL RELATED DOCUMENTATION TO: MS. NICOLE NASON, ADMINISTRATOR, NATIONAL HIGHWAY TRAFFIC SAFETY, ADMINISTRATION; NHTSA, 400 SEVENTH ST. SW., WASHINGTON, DC, 20590. 1-800-327-4234.

OUR POWER OF ATTORNEYS THAT YOU CURRENTLY HOLD CITES THAT YOU HAVE COMPLETE AUTHORITY TO ACT ON OUR BEHALF AND THE ORIGINAL OF THIS ADDENDUM WILL BE IN OUR EMERGENCY DOCUMENT FILE CABINET.

REAL SINCERE 

CC: NICOLE NASON, ADMINISTRATOR, NHTSA
MR. FREY, CEO, WORKHORSE
KRIS MINES, CRM, WORKHORSE
TRUST ATTORNEY, STEFFAN & McDONALD, LLC, FAIRFAX

ENCLOSURES: 3

[REDACTED]
CENTREVILLE, VA
[REDACTED]

SEPTEMBER 29, 2006

MR. STEVE HELEWSKI
REGIONAL SERVICE MANAGER
P.O. BOX 221
ANGIER, NC 27501-0221

MR. HELEWSKI:

THIS IN REFERENCE TO YOUR TEST DRIVE ON SEPTEMBER 26, 2006 OF OUR 2007 HURRICANE WITH THE W-20 WORKHORSE CHASSIS AND OUR "LOOSE STEERING" SAFETY CONCERNS.

FOR THE LAST SEVERAL DAYS, WE HAVE GIVEN THIS ISSUE SOME SERIOUS THOUGHT AND AM NOT SATISFIED WITH YOUR CONCLUSION OF STEERING SAFETY ACCEPTABILITY. FOR THE PURPOSE OF BACKGROUND, WE HAVE DRIVEN 3 MOTORHOMES IN EXCESS OF 110,000 MILES AND ARE COMPETENT IN DETERMINING THE COMBINATION OF SAFETY AND ENVIROMENTAL FACTORS OF SAFE DRIVING. THE ENVIROMENTAL CONDITIONS IN WHICH YOU TEST DROVE THE RV WAS IDEAL; NO WIND AND LIGHT INTERSTATE TRAFFIC.

WHILE ON OUR TWO TRIPS; MERCER, PA.; LEXINGTON, KY AND KNOXVILLE, TN, WE DID ENCOUNTER GOOD WEATHER AS WELL AS RAIN AND WINDS. I VIVIDLY RECALL THE SUDDEN JOLTS OF THE RV BEING PUSHED DANGEROUSLY EASILY TO THE SIDE BY THE PASSING OF 18 WHEELERS AS WELL AS THE GUSTING OF WINDS. OUR 2002 W/H P-30 CHASSIS HAD MUCH MORE STEERING STABILITY THAN THIS 2006 W-20 CHASSIS. YOU ALSO MENTIONED THAT THE 18" STEERING WHEEL MAY BE A CONTRIBUTING FACTOR TO OUR CONCERNS BUT I DON'T THINK SO.

ACCORDINGLY, IF W/H DOES NOT HAVE THE STEERING ADJUSTMENT CAPABILITY TO TIGHTENING IT UP, THEN WE STRONGLY SUGGEST THAT AN AFTER-MARKET ITEM SUCH AS "STEER-SAFE" OR SIMILAR EQUIPMENT FROM CAMPING WORLD BE CONSIDERED FOR INSTALLATION AND PAID FOR BY W/H.

WE INVITE YOUR RECOMMENDATIONS FOR OUR SAFETY AND LOOK FORWARD TO YOUR POSITIVE RESPONSE SO WE CAN GET ON WITH OUR RV TRAVEL LIFE.

REAL SINCERE,



CC: FILE