

CL-10199267-7934

MR. BRYAN R. RATHER

July 30, 2007

EXECUTIVE DIRECTOR - SERVICE ENGINEERING

AUG - 8 AM 10:17

COMMINS, INC.

500 JACKSON STREET

COLUMBUS, IN 47201 USA

RE: "IMPORTANT SAFETY NOTICE" <sup>SHEET 1 OF 7</sup>  
 DATED JULY 20, 2007  
 ISL CM850 RV ENGINES

ENGINE SERIAL No. 46581577

VEHICLE MANUF. SPARTAN MOTORS, INC.

2007 KOUNTRY STAR BY NEW MAR

SERIAL No. 000703728

DEAR MR. RATHER !

IN MAY, JUNE, AND JULY, 2006, MY WIFE AND I WERE LOOKING TO BUY OUR THIRD RV THAT WOULD PROVIDE US SERVICE FOR OUR TRAVELS THE REST OF OUR DAYS.

THE OTHER TWO WERE A FORD AND CAT ENGINES. BECAUSE OF WHAT WE HAVE HEARD FROM OTHERS AND THE LARGE RV'S HAD COMMINS ENGINES.

ON JULY 14, 2006, WE FOUND THE RV THAT FULFILL ALL OF OUR REQUIREMENTS INCLUDING A COMMINS ENGINE. WE

NAR  
8/3/07  
CC

July 30, 2007

SHEET 2 of 7

PURCHASED A 2007 KOUNTRY STAR BY  
NEWMAR FROM COACHLIGHT RV OF  
CANTHAGE, MO. WE WERE PLEASED WITH  
NEWMAR AND COACHLIGHT FOR THEIR  
SERVICE AND ATTENTION TO OUR NEEDS

THE KOUNTRY STAR TODAY WHEN WE  
TOOK IT TO CUMMINS SOUTHERN PLAINS,  
TULSA, OKLAHOMA HAD JUST OVER  
\$200 MILES TO DO THE WORK YOU  
NOTED AS A DEFECT WHICH AFFECTS  
THE CONNECTING RODS.

WHEN WE RECEIVED YOUR LETTER  
DATED JULY 20, 2007 IN TULSA ON  
WEDNESDAY, JULY 24, 2007, WE IMMEDIATELY  
CALLED MR. CADE FAGE, SERVICE  
MANAGER FOR COACHLIGHT RV. MR.  
~~CADE~~ FAGE DID NOT KNOW ANYTHING  
ABOUT THIS NOTICE. HE SAID HE WOULD  
TALK TO THE OWNER OF THE COMPANY  
AND DID SO THE NEXT DAY. THE OWNER  
IS MR. MARTY LOWN. IN TALKING  
WITH MARTY, HE WAS ALSO UNAWARE  
OF THIS NOTICE AND SAID HE WAS WITH  
"AN IMPORTANT PERSON" AT CUMMINS

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Just a few days before and he did not say anything about this notice. Brocklight RV is one of the largest New RV dealers in the country. Marty said this was disturbing due to the large number of 400 business he had sold as well as others. He also said Mr. Face had called a "Commins person", who they felt with to discuss the issue. The "Commins person" was to call me immediately. To this date, I have not received a call from anyone at Commins.

Mr. RATHER, you "apologize for the inconvenience". Because of this notice and unable to obtain service until Monday, July 30, 2007 (and then they had to order a part) at Commins Southern Plains and we could not pick-up the RV until late Tuesday, July 31, 2007 or Wednesday, August 1, 2007, we had to cancel a long awaited RV trip as well as the time

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AND EXPENSE. WHEN WE COULD NOT MAKE THE DATES IN OUR RESERVATIONS AT SEVERAL AREAS, THEY WERE CANCELLED. IN ADDITION, AS A PRACTICING ANESTHETIST, MY SCHEDULE FOR MEETINGS, ETC. ALL HAD TO BE CANCELED OR CHANGED AS A GREAT DEAL OF EFFORT. IT HAS CAUSED US A "GREAT DEAL" OF "INCONVENIENCE."

YOUR LETTER STATED THE ENGINE THAT WAS INSTALLED HAD THE DEFECT WERE MANUFACTURED BETWEEN OCTOBER 17, 2005 AND APRIL 18, 2006. THIS IS JULY, 2007. WHY IS CUMMINS NOT ADMITTING THE DEFECT? IT SHOULD HAVE BEEN MUCH SOONER.

YOUR LETTER ALSO STATES "THE CAMPAIGN REPAIR INVOLVES RECALIBRATION OF THE ENGINE AND, TO FURTHER ENHANCE THE ENGINE PROTECTION SYSTEM, INSTALLATION OF A CRANKCASE PRESSURE SENSOR, TO PROVIDE EARLY DETECTION OF THE FAILURE". FROM THIS STATEMENT

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YOU HAVE NOT SOLVED THE DEFECT. THIS INDICATES TO US THAT THE ENGINE STILL MAY HAVE THE SAME DEFECT BUT NOW YOU WILL HAVE A "SENSOR" THAT TELLS YOU THE PROBLEM IS NOW HAPPENING. WHAT DO WE DO, SAY WITHIN A FEW HOURS OF A COMMINS SERVICE IN CASE THIS DEFECT TAKES PLACE? THIS IS NOT THE WAY WE CAN TRAVEL AND FEEL RIGHT ABOUT YOUR DEFECTIVE ENGINE. WE COULD BE ANY PLACE IN THE USA OR CANADA. WHAT HAPPENS IF THIS DEFECT CAUSES AN ENGINE FAILURE IN THE MIDDLE OF NOWHORE? WHAT THEN IS COMMINS GOING TO DO?

MY WIFE AND I DO NOT, AS A RESULT OF THIS DEFECT AND THE WAY COMMINS HAS TAKEN THEIR TIME IN LETTING US AS WELL AS OTHERS KNOW ABOUT THIS DEFECT HAVE CONFIDENCE THIS ENGINE IS WHAT WE PURCHASED. WE CERTAINLY WOULD NOT HAVE PURCHASED THIS RV IN JULY, 2006

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IF WE HAD BEEN TOLD THESE ENGINES  
BE CUMMINS MADE IN 2005 AND 2006  
HAD A DEFECT. CUMMINS SHOULD  
HAVE NOTIFIED NEWMAR OF THIS  
DEFECT BEFORE THEY WERE INSTALLED  
IN THEIR 2007 RX OR ANY OTHERS.

CUMMINS SOUTHERN PLAINS IS NOW  
PROVIDING THE SERVICE NOTED IN YOUR  
NOTICE, HOWEVER, WE ARE HOLDING  
CUMMINS, INC. RESPONSIBLE FOR  
ANY ADDITIONAL PROBLEMS, HURT,  
OR DAMAGES TO OUR FAMILY OR  
OTHERS AS A RESULT OF THIS DEFECT.

WE FEEL THIS MATTER IS SERIOUS  
ENOUGH TO NOTIFY OTHERS OF THIS  
DEFECT BY CUMMINS VERY BAD  
CUSTOMER RELATIONS.

I WOULD BE PLEASED TO VISIT WITH  
YOU OR OTHERS ABOUT THIS MATTER  
ANY TIME. IF YOU CALL, I WILL  
RETURN YOUR CALL.

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[REDACTED]

[REDACTED]

Texas, Oklahoma [REDACTED]

[REDACTED]

[REDACTED]

Copy of Letter and Notice Attached.

MODE = MEMORY TRANSMISSION

START-JUL-26 15:42

END-JUL-26 15:43

FILE NO.=383

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	*	[REDACTED]	004/004	00:00:50

-BKL, INC.

\*\*\*\*\* [REDACTED] - [REDACTED] \*\*\*\*\*

7-26-07

COACHLIGHT RV

①

PAATHAGE No.

FAX

RE: 2007 NEWMAN KOUNTRY SPAL

TULLA OKLA. [REDACTED]

ATTN: CADE FARR

RE: 4 SHEETS OF FAX.

CADE:

As per our telephone conversation on Thursday, July 26, 2007 regarding the attached "IMPORTANT SAFETY NOTICE" FROM CUMMINS, INC DATED 7-20-07.

THIS NOTICE IS VERY DISTURBING TO US. IT SAYS WE HAVE A DEFECT WHETHER THEY FIX OR NOT - WE CERTAINLY WOULD NOT HAVE PURCHASED A RV WITH A DEFECT.

Please check into this immediately because we are on a trip -

7-26-07

COACHLIGHT RV

①

CARTHAGE, MO.

FAX 417-358-0856

RE: 2007 NEWMAN COUNTRY SPAR

[REDACTED]  
[REDACTED]  
TULSA, OKLA. [REDACTED]  
[REDACTED]

ATTN: CADE FAX EQ

~~RE~~ 4 SHEETS OF FAX.

CADE:

AS PER OUR TELEPHONE CONVERSATION ON THURSDAY, JULY 26, 2007 REGARDING THE ATTACHED "IMPORTANT SAFETY NOTICE" FROM CUMMINS, INC DATED 7-20-07.

THIS NOTICE IS VERY DISTURBING TO US. IT SAYS WE HAVE A DEFECT WHETHER THEY FIX OR NOT - WE CERTAINLY WOULD NOT HAVE PURCHASED A RV WITH A DEFECT.

PLEASE CHECK INTO THIS IMMEDIATELY BECAUSE WE ARE ON A TRIP -

7-26-07 (2)

AND WILL NOT BE BACK FOR A WEEK  
OR SO - WHAT DO WE DO?

THANKS FOR YOUR HELP - THIS  
IS NOT GOOD -

CALL ME AT [REDACTED]

[REDACTED]



July 20, 2007

\*\*\*\*\*AUTO\*\*MIXED AADC 400

[REDACTED]

TULSA OK [REDACTED]



*CUMMINS SOUTH  
PLANS LTD  
234-3240  
2-30-07  
JAMES*

**\*\*\* IMPORTANT SAFETY NOTICE \*\*\***

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in recreational vehicles that contain the connecting rods of the ISL CM850 recreational vehicle engines manufactured between October 17, 2005 and April 18, 2006. We believe that your Cummins engine listed below was manufactured during that time period:

Engine Serial Number: 46581577  
Vehicle Manufacturer: SPARTAN MOTORS INC  
Vehicle Serial Number:

The defect affects the connecting rods in ISL CM850 recreational vehicle engines. The defect could cause a piston pin joint seizure that could result in an engine failure without warning, possibly resulting in a vehicle crash.

The campaign repair involves recalibration of the engine and, to further enhance the Engine Protection System, installation of a crankcase pressure sensor, to provide early detection of the failure and avoid serious damage. This should take approximately 4 hours to complete, and will be performed free of charge. We urge you to contact your nearest Cummins authorized repair location to conduct this campaign. You may also contact the Cummins Customer Assistance Center at 1-800-DIESELS (1-800-343-7357).

If you are a lessor of vehicles with engines that are in the affected population, Federal Law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. You may be eligible to receive a reimbursement for the cost of obtaining a pre-notification remedy related to this recall. Please note our contact number below.

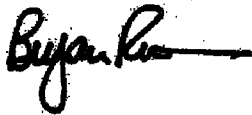
If you have a complaint relative to this campaign, you may report it to the following:

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

Or, you may call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for the inconvenience this campaign may cause. Cummins is initiating this action because of the sense of responsibility Cummins has for customer safety and customer satisfaction with our products. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryan R Rathert", with a horizontal line extending to the right.

Bryan R Rathert  
Executive Director – Service Engineering  
Cummins Inc.