CL-10203730-6646 September 1, 2007

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

2007 SEP 12 AM 7:56

Re: Holiday Rambler Vacationer - year 2002
VIN # 5B4MP67G62[redacted]

As noted in attachment you will find a letter where I contacted Workhorse about brake problems with my Motor Home. Also, when Workhorse denied payment even though this problem started in November 2004. It has a problem again in January 2005, and the latest a complete failure of the braking system in June 2007. All these problems with the same parts failure.

There is a serious safety hazard as these brake failures have all been without warning and as you can see the pattern is a continuing problem without Workhorse having any concern. I feel Workhorse is dodging their responsibility toward safety of their R.V. customers. I am afraid to drive this Motor Home with these brake problems. There was a recall in July 2004 and Workhorse repaired the calipers. After this recall the calipers have been repaired three times. At this date the Motor Home has 27,592 miles on it.

In talking to other R.V.'ers I hear other Motor Home owners that have Workhorse Chassis are having these same problems and repair bills. I feel Workhorse is dodging their responsibility toward

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safety of their R.V. customers.

I would appreciate an investigation into these failures and why workhorse makes no effort to find and correct this problem.

Respectfully,

[redacted]

Columbia, S.C. [redacted]

Tel: [redacted]

attachment:

1- Letter to workhorse
2- Letter from workhorse
3 - Invoice for repairs (Nov. '04 / Jan. '05 / June '07)

August 3, 2007

Workhorse Custom Chassis
850 Stephenson Hwy., Suite 510
Troy, MI 48084

I have a 2002 Holiday Rambler Motor Home. Vacationer Model. 27,774 Miles. Bought new.
VIN# 5B4MP67G42[redacted]
In July 2004 there was a recall on the Bosch Brake Calipers. Since the recall work was done my Motor Home has been in the shop three other times for the brake calipers. This is a safety hazard. Now I have a $509.24 repair bill for the calipers. I feel Workhorse should reimburse me for this bill because I'm not getting 200k miles on the brakes before they have to be repaired. Does this not tell Workhorse that something is wrong with the brakes On this Motor Home and others?

I have been unable to get a response from the Regional Service Manager. The inquiries by the dealer has not been acknowledged after numerous attempts. I do not feel safe using this coach after so much brake trouble.

Thank you in advance for any relief you can give me.

[redacted] SC.
Columbia

A NAVISTAR COMPANY

August 13, 2007

[redacted]
Columbus, SC[redacted]

RE: 5B4MP67G62[redacted]

Dear Mr.[redacted]

Thank you for giving us the opportunity to review the situation concerning your Year/ Motorhome.

We know that you are sincere in your point of view and hope you can also understand Workhorse Custom Chassis position. Based on the information provided and careful review of the documentation, we regret to inform you that we will be unable to assist in resolving this matter as the repairs were performed outside of the chassis 3year/ 36,000 mile warranty period and the Bosch Brake Campaign was successfully completed.

Under the circumstances and based on our review, Workhorse Custom Chassis is unable to offer you assistance. We appreciate the opportunity to explain our position to you.

Best Regards,

Eric McCann

Eric McCann
Workhorse Custom Chassis
Regional Service Manager

850 Stephenson Highway
Suite 510
Troy, Michigan 48083-1174
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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXAMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).