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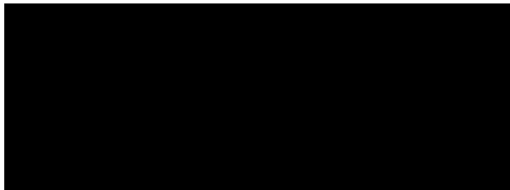
December 28, 2007

N.H.T.S.A.  
US Department of Transportation  
Washington, D.C 20590

Dear Sir:

Please find enclosed copies of our correspondence with Workhouse and their response to our concerns. Please advise as to what further action I can take.

Sincerely,



NM  
01/10/08  
KB

November 14, 2007

Customer Assistance Center  
Workhorse Custom Chassis, LCC  
P.O. Box 110  
940 South State Route 32  
Union City, Indiana 47390

Dear Sir:

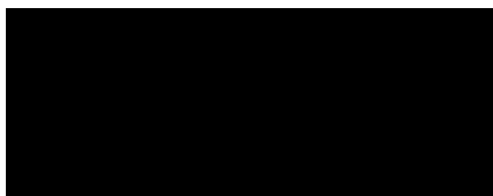
I am the owner of a 2003 Monaco LaPalma, bought new and took delivery in March of 2003. I enclose several work orders that were done during the period of then until now.

I was returning from Florida on October 5, of 2007 to my home in Blairsville, Georgia. My wife was being treated at Moffitt Cancer Center was the reason for the Florida trip. I was about 15 miles from home when I felt what appeared to be a vibration. At my earliest convenience I took the motor home to Arne's Auto Service, a reputable center in Blairsville, Georgia. I am approximately 100 miles from any Workhorse dealer.

Please see the notes from Arne's along with the repair bills and also the parts bills that I myself drove to Marietta, Georgia to pick up. I had spoke to someone from your organization and was rudely put off and in so many words was told it was my problem.

I also enclose a recall from you regarding the problem I had and please also note that I took delivery in March of 2003, but my chassis order date was 6-8-2002. I ordered this coach from RV World in December of 2002. Due to the fact that my problem was exactly what you had noted in your recall, It would appear that I should not be liable for the [REDACTED] bill that I incurred.

I would appreciate your consideration in this matter.



Winter address:

[REDACTED]  
Laughlin Nevada

Phone # [REDACTED]

Please find enclosed the pictures of the damage.



A NAVISTAR COMPANY

December 19, 2007

[REDACTED]  
Laughlin, NV [REDACTED]

Dear [REDACTED]

First of all, I would like to thank you for selecting a Workhorse Custom Chassis. Workhorse Custom Chassis is a company that strives to produce a world-class product. We realize you have choice in chassis and appreciate you choosing Workhorse.

Workhorse Custom Chassis has received your letter seeking reimbursement. Please be aware that the warranty period for your chassis is 3 years or 36,000 miles, **which ever occurs first**. According to our records, the warranty period for your vehicle expired on March 03, 2006, which would indicate that your warranty had expired over 1 1/2 years prior to the repair for which you are seeking reimbursement. Failure or Damage of Components due to vehicles use, wear, exposure or lack of maintenance is not covered. When a necessary repair is required outside of warranty, the customer is responsible for service work, and parts replacement. Based on the information that you've provided, your chassis was built September 03, 2002 which means that your chassis was not involved in the Bosch Brake Recall. Therefore we will be unable to financially assist you.

In closing, I would like to thank you for investing your time to write and allowing me the opportunity to address your concerns. I trust the rest of your journeys will be problem free.

Most Sincerely,

Debra Anderson  
Reimbursement Coordinator  
Workhorse Custom Chassis

850 Stephenson Highway  
Suite 510  
Troy, Michigan 48083-1174  
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

File No [REDACTED]

# Workhorse Sales Corp Warranty

## VIN Information

Main Menu

VIN Lookup

VIN:  
5B4MP67G833

Model/Wheelbase: Order #:  
P32122 / 228" 61061

Bill Code:  
59857

Bill To:  
MONACO COACH CORP, 91320  
Coburg Industrial Way, Coburg,  
97408

Delayed Mileage:  
1215

Warranty Start  
Date:  
3-3-2003

Vehicle  
Application: RV World  
Motor Home  
Chassis

Retail Outlet:

Alignment Certificate Required:  
No

Customer Name:  
MONACO COACH CORP

Order Date:  
6-8-2002

Build Date:  
9-3-2002

Ship Date:  
9-3-2002

BodyBuilder:  
59859 - MONACO COACH  
CORP

GVWR:  
22000

GVWRF:  
8000

GVWRR:  
14500

Retail Phone No:  
928-726-6600

E #:  
E1009510

Total Ship Wt:  
6623.94116

Front Ship Wt:  
3587.54558

Rear Ship  
Wt:  
3036.39558

Front Tire:  
235/80R22.5G

Front Rim:  
22.5X6.75

Front Tire  
Pressure:  
95

Rear Tire:  
235/80R22.5G

Rear Rim:  
22.5X6.75

Rear Tire  
Pressure:  
85

Axle:  
654642857799SHN00857799

Suspension:  
63462105824002

Engine:  
10FPH  
T208190134

Emissions:  
81FPU

Transmission:  
1S6310233875

Steering:  
35TND SEC0222352

Drac:

ECM:  
36CRSM  
R224146

ABS:  
920254K00010067

Open Carr  
details)

There are no op

Complete

50402-C:

60401-C:

Current O

First Name:

Business Name:

Second Owner:  
No

Date Of Purcha:  
Mar-03-2003

Options:

Option Name  
007

## Recall Corner

Workhorse Custom Chassis has announced NHTSA recall 04V084000, which affects certain Workhorse W Series gasoline-powered chassis made between August 10, 2000, and July 29, 2002. The potential number of chassis affected is 10,235. These chassis were used by several motorhome manufacturing companies. To determine whether your coach is included in this recall, check the following vehicle identification numbers (VIN). Only the last eight digits of the full 17-digit VIN are given. All chassis involved have VINs that begin with 5B4.

Chassis model year 2001 — 13325068 to 13337849

Chassis model year 2002 — 23336034 to 23356051

Chassis model year 2003 — 33354476 to 33356806

On some W20 and W22 motorhome chassis built by Workhorse and equipped with Bosch zero offset pin slide (ZOPS) brake calipers, the caliper can hang in the partial apply position and cause the brake pads to drag on the rotor surface. Overheating may occur, causing damage to the brake components and affecting braking performance. The problem also could cause the brake system's antilock features to be lost if the heat damages the antilock wheel sensor.

Authorized Workhorse Custom Chassis dealers will repair the brake caliper and inspect the brake system. Repair is expected to take approximately four hours. However, because of service scheduling times, the service center may need the vehicle for a longer time period.

For more information about this recall, contact Workhorse at (877) 946-6773. Owner notification began in August 2004.

number for

833359690



**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).**