

MS-200

Certified Mail – Return Receipt Requested

March 3, 2009

[REDACTED]
Port Orange, FL [REDACTED]

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Copy to: Workhorse Custom Chassis
P. O. Box 110
Union City, IN 47390

Dear Sirs:

RE: My letter dated February 9, 2009 (copy attached)

On February 10, 2009 I mailed the referenced letter (copy attached) to Workhorse Custom Chassis and a copy to your office. Workhorse received their letter on February 13, 2009 (see attached Domestic Return Receipt).

To date, Workhorse has not responded to my letter even though the two safety issues pointed out in my letter could result in property damage, personal injury, or death. Their lack of response is unacceptable.

We are asking the National Highway Traffic Safety Administration for immediate assistance in this matter.

For your information, I have also included a copy of the blue card and white instruction sheet pertaining to Safety Recall 60601-C as sent to me from Workhorse.

Your response to this matter is both urgent and necessary. Thank you in advance for your help.

Sincerely,
[REDACTED]

ATTACHMENT TO LTR. DATED MAR 3, 2009

February 9, 2009

Certified Mail—Return receipt requested

[REDACTED]
Port Orange, FL [REDACTED]

Workhorse Custom Chassis
P. O. Box 110
Union City, IN 47390

Copy to: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

RE: Safety Recalls

Dear Sirs:

On Monday, February 2, 2009, I received a Workhorse Safety Recall Notice on Campaign No. 60601-C. The reason for No. 60601-C is due to the clip that retains the engines fuel rail pulse damper may fracture leading to a fuel leak which may cause a fire possibly resulting in property damage, personal injury, or death. The initial notice for 60601-C was mailed by Workhorse in August 2006. In this current mailing I received a blue return mail card indicating that this was a "1st notice". Also in the mailing was an 8.5 X 11.0 inch white instruction sheet dated January 2009, indicating that this was a "2nd" notice". I assure you that this is the first correspondence that I have received.

My wife and I purchased a 2004 Gulf Stream Sun Voyager, second hand, on February 27, 2006 with Vin No. 5B4MP67G843383 [REDACTED]. This same Vin No. appears on your Safety Recall Notice. For your information, the first buyer's name was [REDACTED] (his date of purchase was December 7, 2004).

On Thursday, February 5, 2009, I called Workhorse to determine the nearest dealer and also report a more serious safety problem. Your instruction sheet advised me to call 1-800-448-7825. A recording at this number said to call 1-877-946-7731 which I did and a recording on the second number said to call 1-877-246-7731. This third phone number said to call 1-877-946-7731 for information (endless loop). I called back on 1-877-246-7731 and pressed 1 for technical assistance. I was put on hold and after 15 minutes hold time I pressed 1 (per recorded message) to leave my phone number so that Workhorse could call me back. A recording on "Press 1" advised me that the mailbox was full – end conversation.

ATTACHMENT TO LTR. DATED MAR 3, 2009

Page Two
Workhorse Custom Chassis

On Friday, February 6, 2009 I called 1-800-448-7825 to receive further assistance (as per instruction on your white sheet). I did reach a person and spoke to a supervisor who said that they were not Workhorse and could not help me (even with my more serious safety problem). The supervisor advised me to call 1-877-246-7731 (Press 1) to speak with a Workhorse representative.

On Monday, February 9, 2009 at 10:47 a.m. I called 1-877-246-7731 and pressed 1. I was put on hold and after 31 minutes and 15 seconds (still no answer) I pressed 1 to leave my phone number for a callback – same thing == “Mailbox full” – end of conversation. I gave up trying to call Workhorse – hence this letter.

The more serious problem deals with loss of brakes while on a camping trip January 18, 2009 through January 29, 2009. On January 18, 2009 while in Orlando, Florida (late in afternoon) in heavy traffic I was coming up to a red light with cars in front of me. When I pushed on the brake pedal to stop, much to my horror, it went to the floorboard. I immediately pulled the safety brake and pumped furiously on what little brake pedal I had left. We stopped within two feet of the car in front. We would have had a major accident had I not been following at a more than safe distance. We got to an RV Park for that night and the next morning, Monday, January 19, 2009 we took the motor home to Camping World which was close by in Kissimmee, Florida. I drove there because the brakes had returned to normal (15 mph with flashers going). At Camping World they advised me that my 2004 Workhorse chassis had been under recall for this problem. In heavy traffic the brakes overheat and fail. I would like this problem corrected immediately. Please advise of all open and past safety recalls, nearest authorized dealers and authorization for repair.

My home phone number is [REDACTED] and my wife's cell phone is [REDACTED]
[REDACTED]

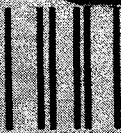
Please respond immediately.

Sincerely,

[REDACTED]

ATTACHMENT TO LTR. DATED MAR 3, 2009

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

PORT ORANGE, FL



SENDER: COMPLETE THIS SECTION

Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:

WORKHORSE CUSTOM CHASSIS
P.O. BOX 110
WIND CITY, IN 47390

A. Signature

x S.O. Herb Hobbs

☐ Agent
☐ Addressee

B. Received by (Printed Name)

S.O. Herb Hobbs

C. Date of Delivery

2-13-09

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

Article Number

(Transfer from service label)

7008 1300 0001 0680 6174

Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

WORKHORSE**AUTHORIZATION FOR RECALL SERVICE**

MODEL NAME	VEHICLE IDENTIFICATION NUMBER (VIN)	TOR	DEALER CODE	CAMPAIGN NO.
	5B4NP67G843			60601

VEHICLE OWNER

Please take the vehicle described above and give card to the selling International dealer for service described in the accompanying letter. The dealer has been provided instructions for repairing the vehicle. If the location of the selling dealer is not convenient for you, please contact your nearest International dealer.

60601

5B4NP67G843

PORT ORANGE

CHANGE OF OWNERSHIP - Vehicle sold to:

NAME

STREET

CITY

STATE

ZIP CODE

1ST NOTICE**VEHICLE OWNER - Please Note**

Please check one of the following blocks concerning this Vehicle and drop card in mail.

- ☐ 1. Vehicle inspected - no corrections necessary.
- ☐ 2. Vehicle corrections completed.
- ☐ 3. Vehicle Sold or Transferred.
(Please complete CHANGE of OWNERSHIP block.)
- ☐ 4. Service not desired on this vehicle.
Reason: _____
- ☐ 5. Vehicle scrapped (junked). Will not return to public streets or highways.
- ☐ 6. Vehicle stolen (whereabouts unknown).
- ☐ 7. Vehicle exported from U.S. to another country.
(Please complete CHANGE of OWNERSHIP block.)

SIGNATURE

DATE

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL

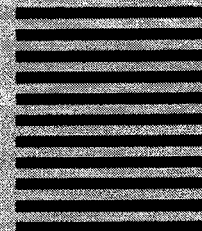
PERMIT NO 229

PALATINE IL

POSTAGE WILL BE PAID BY ADDRESSEE

WORKHORSE
CUSTOM CHASSIS, LLC
PO BOX 907
PALATINE IL 60078-9986

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



ATTACHMENT TO LTR. DATED MAR 3, 2009

ATTACHMENT TO LTR. DATED
MAR 3, 2009



A NAVISTAR COMPANY

Workhorse Custom Chassis
P.O. Box 110, 922 South State Route 32
Union City, IN 47390 USA

navistar.com

5B4MP67G843
CAMPAIGN NO 60601-C FEB 09
50402-C PRE ?
OWNER

SAFETY RECALL 60601-C

JANUARY 2009

RECALL REMINDER - 2ND NOTICE

Dear Workhorse Customer,

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

This is a safety recall follow-up notification to the initial notice mailed in August 2006. Workhorse's records indicate the vehicle identified on the enclosed Authorization for Recall Service card has not yet had the repair performed. If the repair has been performed, please fill out and return mail the card so you will not be contacted again about this recall.

Workhorse has decided that a defect which relates to motor vehicle safety exists in certain model year 2004, 2005, and 2006 W20, W22, W24, P32, W18, W52, and FE20 chassis models equipped with a GM L18 (8.1 liter) engine.

REASON FOR THIS RECALL

The clip that retains the engine's fuel rail pulse damper may fracture. Clip fracture could result in inadequate damper support which may cause pressurized fuel to leak onto the engine.

RISK TO MOTOR VEHICLE SAFETY

A fuel leak may cause a fire possibly resulting in property damage, personal injury, or death.

ACTIONS YOU SHOULD TAKE

Please contact your Workhorse dealer to schedule an appointment to have your vehicle repaired. Your nearest dealer may be located by calling 1-800-448-7825 or by visiting <http://www.navistar.com> **WWW.WORKHORSE.COM**

The repair will involve replacement of the fuel rail pulse damper retaining clip. Dealers currently have parts and instructions to repair your vehicle. This repair will be performed free of charge and may take approximately 60 minutes to complete.

IF YOU DO NOT OWN THIS VEHICLE

If you do not own the vehicle identified on the enclosed Authorization for Recall Service card, please fill out and return mail the card so that you will not be contacted again about this recall.

IF YOU NEED ASSISTANCE

If you believe that Workhorse has failed to perform this repair within a reasonable amount of time, or the existing condition was not remedied without charge, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-800-448-7825. **★**

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152) or go to <http://www.safercar.gov>.

LESSOR REQUIREMENTS

Federal regulations require that any vehicle lessor receiving this Recall Notice forward a copy of it to the lessee within ten days.

REIMBURSEMENT ELIGIBILITY

If you have previously paid for the repair of this defect you may be entitled to recovery of those expenses. Contact Workhorse at 877-946-7731 to determine your eligibility.

Workhorse requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

Workhorse Custom Chassis, LLC

02/05/09 1800 448 7825 **CALL THIS NUMBER**
1877 946 7731 **WORKHORSE ROADSIDE ASSISTANCE**
02/06/09 1877 246 7731 **8 AM TO 5 PM**
PRESS 1 - WORKHORSE RECALL LINE
TECH ASSISTANCE CENTER