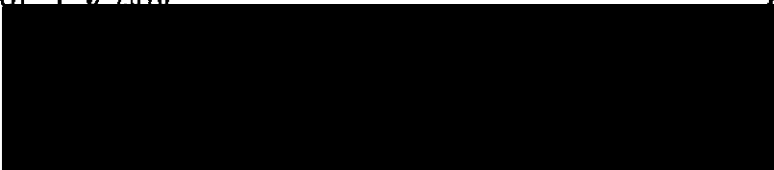


008200

JUL 19 2010



RECEIVED  
7/19/2010  
cut

MC # [redacted]

[redacted]  
Concord, NC [redacted]



June 20, 2010

Rush Truck Centers  
Attn: Jason Wilder, Manager  
David Vilion, Sales Manager  
Keith Shankle, Shop Foreman  
3510 Jeff Adams Drive  
Charlotte, NC 28206

Re: Commercial Truck: 2004 International 9900 IX  
Date of Sale - 11/1/09  
Salesman: Eric Snider

EXECUTIVE SECRETARIAT  
2010 JUL 16 P 2:59  
RECEIVED - HTSA

Dear Mr. Wilder, Mr. Vilion and Mr. Shankle,

Below is a list of my complaints on the above-mentioned truck that I wanted to put in writing for documentation purposes.

1. I was told that the truck had never been wrecked or damaged.
2. Rush has looked at the truck 3 or 4 times, and they keep saying "factory".
3. The frame is bent to the right.
4. The frame on the front right side is pulled back to the left.
5. The cab and sleeper in a hole is sitting sideways on the frame.
6. Because of the way the frame is damaged, it is getting weaker and weaker. It has been well hidden by cutting down fuel tanks, steps on both sides and by the lights on the bottom of the truck cab and sleeper. The sleeper is pulled in on the bottom and to the right.
7. The motor is sitting sideways in the frame and the drive shaft is cut and welded to line up with the motor and transmission.

*Rush Truck Centers*

*June 20, 2010*

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- 8. The floor has been cut and seamed back beside the driver's seat and pulled to the right. That puts the driver riding in nothing but a piece of steel that causes severe damage to The back, hips, legs, arms and shoulders, and in severe pain all the time.*
- 9. The right of the cab has been pulled on to the right.*

*Rush Truck Center in Charlotte, NC has totally ignored the fact that they have sold a truck that not only has been damaged badly, but is unsafe to be on the interstate with loads of 80,000 pounds. It is getting worse to handle or hold in the road, and even steering is starting to bind when loaded at times.*

*After 38 years experience, I do have a little knowledge of when a truck like this has started to carry the weight wrong and handle wrong.*

*I have, as of this date, \$44,563.00 invested in this truck, and this does not include the damage to my trailer and revenue loss. I have done all I can to this truck and nothing is working. Jason Wilder, Manager of Rush Truck Center in Charlotte, NC, advised me that I needed to get an attorney if I had any complaints regarding this truck. He knows I cannot afford an attorney to represent me on this matter, because the truck has already cost me a lot of money.*

*I am making a request to the State of NC, Attorney General, Federal Motor Carrier Safety Administration and Navistar to have a Fabrication Engineer (not a factory rep) look at this truck. I am also requesting that the State of NC, Attorney General, to handle this and do what is necessary to help get this truck off the road before it kills someone. I am requesting Rusk Truck Centers to be held responsible if I am involved in an accident because of the damage to this truck. Jason Wilder, the Manager in Charlotte, asked me to make a list and I did, but I stopped because I knew I was wasting my time. I witnessed their Shop Foreman, Keith Shankle, tell the Sales Manager and Jason Wilder a lie right in front of me about the welds on the drive shaft.*

*I am not accusing Rush Truck Centers of anything. I don't know if the previous owner, [REDACTED] who traded two trucks in around 2007, a yellow one and a black one, if in fact he pulled something over on Rush or something happened between the time I purchased it on November 1, 2009. But Rush sold it to me, so it is their responsibility to handle the problem. All I know is, I am putting the public in danger and myself, and it is very stressful. Something needs to be done in a hurry. An accident will happen sooner or later due to the fact that this truck is so unsafe to be on the interstate.*

*I don't want anything that Rush Truck Centers owns or their money, I just want what I have invested in this truck on a trade-in on another truck and what it takes to put another truck back on*


*Rush Truck Centers*

*June 20, 2010*

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*the road including tags, insurance, transfer of title, etc. I think this is only fair. Rush Truck Centers sold me the truck, and I have done nothing wrong. Also, I want Rush Truck Centers on notice that this is causing damage to my body with severe pain.*

*Sincerely,*

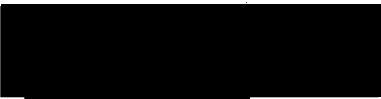
  
*cc: Rush Truck Centers  
Attn: President & CEO  
555 IH-35 South, Suite 500  
New Braunfels, TX 78130*

*Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301*

*Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001*

✓ *Federal Motor Carrier Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590*

*Navistar Financial Corporation  
Post Office Box 4024  
Schaumburg, IL 60168-4024*



Concord, NC

CHARLOTTE NC 280

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*Web316*

Federal Motor Carrier Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

