

AUG 19 2010

CL-10352090-2606



Mobile Memorial Gardens

POST OFFICE DRAWER 190219 / MOBILE, ALABAMA 36619 / TELEPHONE (251) 661-1333

RICHARD M. PENNINGTON, JR.
CHAIRMAN

July 21, 2010

**Director of Customer Service
WorkHorse Custom Chassis, LLC
Post Office Box 907
Palatine, IL 60078-0907**

Dear Sir:

This is to acknowledge the very prompt and professional assistance rendered to me on July 1, 2010, when the brakes on my 2006 Allegro Bay experienced the failure, as expressed in the first (2009) and second notices of recall, for the yet to be completed recall, due to lack of an acceptable fix on the problem acknowledged by your supplier. I regret that I did not write the name of the lady who responded to my emergency call, as her first question was as to our current safety condition. We were very lucky, as we were in the Washington, DC area afternoon traffic, and had I not been familiar with the symptoms outlined in your recall notice, we could have clearly been a fatality statistic for the holiday weekend. The young lady contacted a WorkHorse dealer, who was the only one in the area, and gave me his name and telephone number in Maryland, which was a couple of hour drive from where we were stranded on Fairfax Parkway, in Fairfax VA.

I telephone the Fairfax, VA police who responded promptly, due to our being in a very high traffic area, and the size of my vehicle. I contacted a wrecker service to transport my motor home to the only authorized dealer for the repairs to be performed. Mr. Mark Miller of Miller Automotive, in Beltsville, MD could not have been more helpful through our entire traumatic experience. I had to pay an extra \$250.00 for wrecker service to transport my motor home to his service department, as well as pay him \$408.71 for the installation of brake pads, which he felt would not be covered under the recall of the defective parts.

I am still traumatize over the terrible personal experience of the brake failure. One quarter of a mile further on the highway, we would have been going downhill into heavy traffic, without any capacity of stopping other than a terrible wreck in heavy afternoon traffic. To state we had a Guardian Angel, would be a classic understatement. I did not know that the symptoms of the failure indicated in the recall, would happen in only a matter of minutes. Owners should be advised of such a fact. My personal feeling is that every vehicle under this recall should be parked until such time as the repair parts are available from a safety

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TGW

WorkHorse Custom Chassis, LLC

July 21, 2010

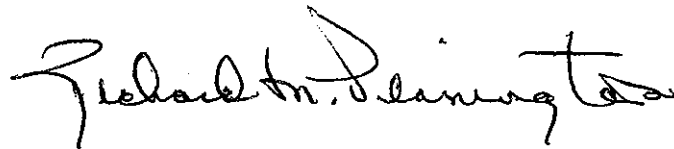
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standpoint. It outrages me that I own a quite expensive motor home, and due to the emotional experience we had with the brake failure, I cannot bring myself to want to make any more trips with it, until an appropriate repair can be completed. I recognize your company is dependent upon your supplier to manufacture the parts for the repair, however I would urge you to consider having them compensate owners for non use, until they have the fix for the brakes. I can assure you that I do not plan to drive my motor home again, until such a repair is completed. I had to drive from Maryland back home, or else sell the unit in Maryland, and likely experience extensive additional expenses. Mr. Miller gave me assurance that the repairs they made with existing parts would deliver me back home, which they did, but I was a nervous wreck during the entire 1,000 mile distance from Maryland to Alabama.

I do believe that your company should prevail upon your supplier to reimburse me for the additional wrecker expense to transport my vehicle to your excellent dealer, as well as for the cost of the brake pads, as I would not have needed to replace them at my current mileage, without the failure which caused the need for them to be replaced. We also had additional expense of renting a car, as well as living expenses, since we could not stay in the unit while it was at Miller Automotive. These are expenses which would not have occurred without the failure. I would encourage your company to advise owners of vehicles subject to the kind of failure we experienced to be cognizant that their lives, and the lives of other are in peril within minutes of recognizing the symptoms outlined in the recall.

Many thanks in advance for your consideration of the matters I have discussed.

Sincerely,



cc: **Mr. Robert P. Denniston, Esquire**

Mr. Bob Tiffen, Tiffen Motors, Red Bay, AL

✓ **NHTSA, Office of Defects Investigation, Washington, DC**

CASE# 279579

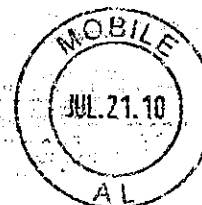


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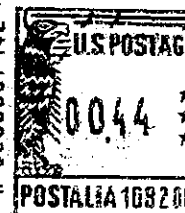
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RETURN TO SENDER
ADDRESSEE UNKNOWN
ADDRESSEE NOT AT THIS LOCATION
UNABLE TO LOCATE
INSUFFICIENT INFORMATION
NO LONGER AT DOT HEADQUARTERS

Department of Transportation
National Highway Transportation Safety Administration
1200 New Jersey, SE, West Building
Washington, DC [REDACTED]



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#5
Case 279579 &
285846

Room H
Need

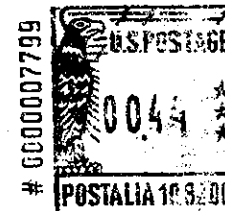
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U. S. Department of Transportation
NHTSA, Office of Defect Investigation
NVS-210
1200 New Jersey, S.E
Washington, DC 20590

