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August 3, 2010

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S. E.
Washington, D.C. 20590

AUG 20 2010

I am writing this letter to file a complaint against Workhorse , the builder of the Chassis of my 2007 Winnebago Adventurer, motor home with a milage of 40K.

Their recent handling of "Safety Recall 50901-C" of December, 2009, I think, was unsatisfactory.

I experienced a right rear brake overheat, with the smell of smoke, the ABS light was lit, as was the brake failure light. There was a loss of braking and brake fluid loss at the Master Cylinder. All of this was outlined in their interim notice of December, 2009.

I called the Workhorse Recall Center and was advised that River's Bus & RV Service of Jacksonville, FL, was an authorized repair facility for this. We live in Brunswick, GA, and this was the nearest one.

I had River's RV make the repairs and was told that they had sent photos of the brake calipers, pads, rotors, etc., to Workhorse, to analyze. Workhorse authorized only two calipers to be replaced, and one rotor repair. No brake pads were covered. The HOT and smoking, right rear brake, whose pads were badly worn and rotors scoured, was not covered in the recall.

I was unwilling to operate this vehicle any longer without proper brake repair, so, I OK'd the additional repairs at a cost to me of \$987.00.

I can't believe that this much wear is normal and that Workhorse would rely on photos to determine brake damage, as opposed to the word of a Technician who has worked on several of these chassis with the same problem and agrees that it is a "makeshift repair", at best.

I expect to hear from you as to why I had to pay to have a safe and reliable "fix" for this problem.

Sincerely,

[Redacted Signature]

Brunswick, GA [Redacted]

cc: Workhorse Custom Chassis

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Brunswick, GA



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