CL-10370251-8424 NVS 200

NOV 0 8 2010

Workhorse Custom Chassis
Debra Anderson

10- 25-10

Vin # 5B4mp67G223[redacted]
Recall 51101

Dear Ms Anderson,

I can't help but express the disgust & disappointment in speaking with you this AM.

You first expressed our towing expense would not be covered. Then you proceeded to give reason why the calipers would not be covered, as follows;

1. **That perhaps I didn't tell the service center what to repair. Well your company told me to take it to Diamond International and they, had discussions with Wheel Horse as to what to repair.**

2. **You felt the problem was not with the calipers, Well, the mechanics did.**

3. **That it was a lack of maintenance. That's ridiculous as the problems occurred within 10 miles of the dealership. And why has the clearance of the pistons now been expanded.**

4. **You have making excuses for these calipers far too long.**

5. **I will be reimbursed for these repairs and am prepared to sue for damages. As we have not been able to use our coach.**

I expect to hear a response prior to 60 days.

[redacted]

Rogers, AR [redacted]

EXECUTIVE SECRETARIAT 2010 OCT 15 RECEIVED

CC: ~~Administrator~~, National Highway Traffic Safety Administration.

Kimberly Brunell. Attorney

Edward Setyabudi

NM
12/10/2010
KB

Work Horse Custom Chassis, LLC 10-07-10

Regarding Re call Campaign #51101

Dear Sirs,

We are formally requesting reimbursement for replacing calipers and towing charges.

When we purchased the unit, the ABS light came on and it had a soft pedal when leaving the dealership. We had another dealer replace a brake hose that they felt was the problem.
It was of course not the problem. The brake fluid boiled out, and we had no pedal. Being in the Ozarks, we had to have it towed. The 2 times we used it we had the same problem.

Then Diamond International in Lowell, Ar. replaced the calipers. Which didn't fix the problem either as next time out, the same thing happened and even the front wheel grease got hot and was also leaking, which may have caused some bearing problems.

We cannot use our coach until it is properly repaired. We are concerned about the danger in driving it anywhere. Joplin Mo. is some 70 miles or so, from our home.

Needless to say we contacted Wheel Horse many times with no results. It sounds like maybe the repairs might finally happen.

Towing charge was $810.00, Diamond International charge was $ 1797.64 , Not to mention the cost to have the brake line installed. Total $ 2607.64

[redacted]

Rogers, Ar [redacted] [redacted]

cc. Kimberly Brunell

Diamond INTERNATIONAL

807 S. Bloomington St. Lowell, Ar. 72745
(479)-770-1200 Fax: (479)-770-1250
www.diamondtrucks.com
CONWAY, AR • LITTLE ROCK, AR • LOWELL, AR • PINE BLUFF, AR • RUSSELLVILLE, AR • KANSAS CITY, KS • TOPEKA, KS
JOPLIN, MO • KANSAS CITY, MO • ST. JOSEPH, MO • SPRINGFIELD, MO • WEST PLAINS, MO • MEMPHIS, TN

PLEASE REMIT PAYMENT TO ›

PO Box 1000, Dept 518, Memphis, TN 38148-0518

DATE BILLED	YOUR ORDER NUMBER	VIN	YEAR	MAKE/MODEL	Work Order Number
5/30/2008	CASH	5B4MP67G223[redacted]	2002	OTH 35' RV	ZW25914

BILL TO

ACCOUNT 9900A
[redacted]
CASH CUSTOMER - LOWELL
LOWELL AR 72745
Phone (900)

Customer Copy ***** C A S H *****
AC#
Auth:
Equipment Owner:
9900A CASH CUSTOMER - LOWELL

Page 1
Time 15:47:31

Unit #	LICENCE	MILEAGE IN OUT	TERMS	DEL. DATE	R.O. OPENED	GVW:	SW#
23350529		25976 O	Cash	1/1/2000	5/28/2008		311

Seg Description	Labor	Parts	Misc.	Total
01 Replace front brakes-c	625.48	104.36	919.37	1,649.21
T O T A L S	625.48	104.36	919.37	1,649.21

MISCELLANEOUS SUPPLIES : .00
Tax I.D.: Sales Tax : 148.43

*** PAY THIS AMOUNT *** Customer Total 1,797.64

---

01 Replace front brakes cal. and rotors Code: N01 001 1
SW# 222 Kyle Roller

DISASSEMBLED AND REPLACED WHEEL SEALS,ROTORS,CALIPERS,PADS REASSEMBLED
BLED BRAKES AND CHECKED OPERATION ALL OK

LABOR CHARGED: Labor Amount 625.48

Parts

Qty	Part#/Prtid/Desc		NR	TX	Unit Price	Extended Amount
2	CR28758	SEAL	*	T	25.84	51.68
1	408103C1	GASKET	*	T	4.86	4.86
1	2033921C91	CAP	*	T	23.33	23.33
2	40943	EXTEND PRONG C		T	1.65	3.30
1	2033921C91	CAP	*	T	20.33	20.33
2	1818236C1	BOLT	*	T	.43	.86

TOTAL PARTS 104.36

TERMS: NET 30 DAYS.
All past due accounts are subject to a monthly finance charge equal to the maximum amount allowed by law.

SIGNATURE X____________________ DATE ____________

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JOPLIN, MO • KANSAS CITY, MO • ST. JOSEPH, MO • SPRINGFIELD, MO • WEST PLAINS, MO • MEMPHIS, TN

PLEASE REMIT PAYMENT TO ▸

***** C A S H *****

Segment 01 continued

Miscellaneous Charges

Qty	Keyword	Description	N R	T X	Unit Price	Extended Amount
2	LOCALSHOP	24401-ROTOR;BR	Y	T	99.36	198.72
2	LOCALSHOP	24401-CALIPER;	Y	T	143.50	287.00
1	LOCALSHOP	24401-PAD SET;	Y	T	92.85	92.85
1	FREIGHT	FREIGHT-24401	Y	T	331.82	331.82
2	LOCALSHOP	BRAKECLEEN	Y	T	4.49	8.98

LOOK AT THAT

TOTAL MISC. 919.37
SEGMENT SUBTOTAL 1,649.21

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL 1,797.64

TERMS: NET 30 DAYS.
All past due accounts are subject to a monthly finance charge equal to the maximum amount allowed by law.

SIGNATURE X____________ DATE ____________

TOWING SERVICE

JIM ERWIN WRECKER SERVICE

1355 ERWIN LANE
PEA RIDGE, ARKANSAS 72751
(479) 451-1661 (479) 636-1682
(479) 756-5516 (479) 443-5516

BILL TO [redacted]

[redacted]

☐ CASH
☑ CHARGE WORK
☐ ON ACCOUNT

TOWING SERVICE

DATE	TIME	REQUESTED BY	MILEAGE BEFORE TOWING
5-27-08		OWNER	

YEAR	MAKE/MODEL/COLOR	VIN
03	PACE ARROW	5B4MP67G223 [redacted]

DRIVER	REGISTRATION NO.	TAG #
33' GAS RV FLEETWOOD		M 826

LOCATION OF VEHICLE	TOWED TO
THE DAM GATEWAY	DIAMOND INTER. LOWELL

MILEAGE		SERVICE TIME		EXTRA TIME	
FINISH		FINISH		FINISH	
START		START		START	
TOTAL		TOTAL	(prequoted)	TOTAL	

DAMAGE RELEASE

I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE FOR SUCH DAMAGE SHOULD IT RESULT.

SIGNATURE OF CAR OWNER OR AGENT ____________ DATE ________

REMARKS:
*PULLED + REINSTALLED DRIVELINE, FRONT WHEEL LIFT TOW
*UNIT HAS BRAKE PROBLEM

MILEAGE CHG.	
TOWING CHG.	750.00
LABOR CHG.	
STORAGE CHG.	
tax	60.00
TOTAL	810.00

SIGNATURE OF TOW OPERATOR ____________ DATE ________

TSO N/C

FAX 925-7206

BUSINESS CARD STATEMENT

Opening/Closing Date:	05/15/08 - 06/14/08
Payment Due Date:	07/04/08
Minimum Payment Due:	$38.00

CUSTOMER SERVICE
In U.S. 1-800-346-5538
Español 1-888-795-0574
TDD 1-800-955-8060
Pay by phone 1-800-436-7958
Outside U.S. call collect
1-480-350-7099

VISA ACCOUNT SUMMARY

Account Number: [redacted]

Previous Balance	$1,144.26	Total Credit Line	$28,700
Payment, Credits	-$1,144.26	Available Credit	$26,757
Purchases, Cash, Debits	+$1,934.53	Cash Access Line	$5,740
Finance Charges	+$8.08	Available for Cash	$5,740
New Balance	$1,942.61		

ACCOUNT INQUIRIES
P.O. Box 15298
Wilmington, DE 19850-5298

PAYMENT ADDRESS
P.O. Box 94014
Palatine, IL 60094-4014

VISIT US AT:
www.chase.com/businesscards

6/24/08
#1957
$500
Breakout

TRANSACTIONS

Trans Date	Reference Number	Merchant Name or Transaction Description	Amount Credit	Amount Debit
05/13	24019518135135095587509	BANGKOK CAFE HATTIESBURG MS		$35.55
05/14	24323018136116323010184	LA QUINTA INN & SUITES HATTIESBURG MS		76.42
05/15	24427338137710020050471	HARP'S #117 ROGERS AR		63.20
05/17	24055248138207572700362	COOK'S NATURAL MARKET ROGERS AR		43.17
05/17	24158138139000912970300	BRADFORD NURSERY 800-3763399 AR		105.11
05/17	24427338139710020862873	HARP'S #117 ROGERS AR		57.50
05/23	24427338145710023086118	HARP'S #117 ROGERS AR		247.43
05/28	24717058149151498317283	JIM ERWIN WRECKER SERVICE 479-4511661 AR		810.00
05/30	11511510500000463990897	Payment - Thank You	647.18	
05/30	11511510500000463990889	Payment - Thank You	497.08	
05/30	24224438152040014520542	MURPHY6647ATWALMRT SILOAM SPRING AR		51.65
06/03	24401408155001350198421	USPS 0451330756 ROGERS AR		30.32
06/04	24164078157683156090278	AMOCO OIL 08475741 WENONA IL		86.92
06/05	24653008158400009644290	COMFORT INN OF BELOIT BELOIT WI		81.35
06/05	24164078158683157990103	AMOCO OIL 06299002 MERRILL WI		100.05
06/08	24194048160550479607835	AMERICINN MINOCQUA MINOCQUA WI		145.86

[redacted]
TRANSACTIONS THIS CYCLE (CARD 6939) $790.27
INCLUDING PAYMENTS RECEIVED

FINANCE CHARGES

Category	Daily Periodic Rate 31 days in cycle	Corresp. APR	Average Daily Balance	Finance Charge Due To Periodic Rate	Transaction Fee	Accumulated Fin Charge	FINANCE CHARGES
Purchases	V .04655%	16.99%	$559.62	$8.08	$0.00	$0.00	$8.08
Cash advances	V .05751%	20.99%	$0.00	$0.00	$0.00	$0.00	$0.00
Total finance charges							$8.08

Effective Annual Percentage Rate (APR): **16.99%**

Please see Information About Your Account section for balance computation method, grace period, and other important information.

The Corresponding APR is the rate of interest you pay when you carry a balance on any transaction category.
The Effective APR represents your total finance charges - including transaction fees such as cash advance and balance transfer fees - expressed as a percentage.

IMPORTANT NEWS

[redacted]

ROGERS, AR [redacted]

DLN [redacted]

[redacted]

AP# 267703

5-30-08 Date

Pay to the Order of Diamond International $1797.64

SEVENteen Hundred & Ninty Seven dollars & 64/100 Dollars

Security Features Details on Back.

50 PLUS GOLD CHECKING

FirstSecurity Bank

[redacted]

For [redacted]

Transit/Routing [redacted] Amount:$1,797.64 Check Number: [redacted] TranCode:95 DbCr:D Date:06/03/2008

CostCenter:0 Pocket:0 Sequence:302159496 CaptureSequence:0 AcctFlt:0 BankNum:153

ENDORSE HERE

X

PAY TO THE ORDER OF

BANK OF AMERICA

JACKSONVILLE, FL 32256

FOR DEPOSIT ONLY

DIAMOND INTERNATIONAL TRUCKS

LOWELL AR

003282506569

3803 4625 2

JUN-2 ...

BANK OF AMERICA,NA STL

>081000032< E1379 94 P08

06/02/08

[redacted]
Rogers AR [redacted]

Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington DC. 20590

NWA P&DF 72701
TUE 26 OCT 2010 PM

X-RAYED
NOV 04 2010