

CL-10389498-NVS-200

9369

FEB 6 9 2011

March 1, 2011

EXECUTIVE SECRETARIAT

Debra Anderson  
Reimbursement Coordinator  
Workhorse Custom Chassis  
850 Stephenson Highway  
Suite 510  
Troy, Michigan 48083-1174

Highways  
Attn: Betty Abramson  
2575 Vista Del Mar Drive  
Ventura, CA 93001

2011 MAR -7 P 3:45

RECEIVED - MITSUB

Joe's Auto RV & Truck  
9350 Shipping LN  
Kingman, AZ 86401

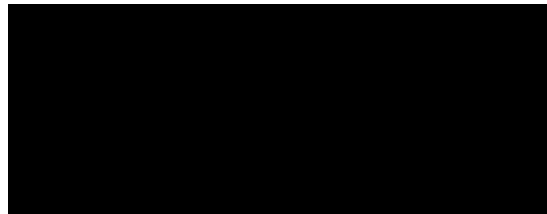
Administrator,  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington, DC 20590

To The Above Addressees,

Upon my return from a trip, I found in my mail a copy of a letter from Workhorse to Highways relating to my situation. Workhorse has not responded to me directly, so that shows me how much their customers mean to them. This letter (copy enclosed) refers to warranty work which was not involved in my situation. My matter involved Safety Recall 51101-C involving service brake calipers that when installed created a problem for which I was charged and request a refund.

In order for everyone to be aware of all of the facts, I am enclosing copies of the following items to each of the addressees.

1. Workhorse letter to Highways, dated 2/15/11
2. My initial letter to Workhorse, dated 11/16/10.
3. Invoice #7655 dated 10/4/10 from Joe's Auto RV & Truck.
4. Invoice #7669 dated 10/5/10 from Joe's Auto RV & Truck
5. My letter to Action Line, dated 12/27/10..



Birmingham, Alabama



NAM  
030911  
TRW



A NAVISTAR COMPANY

February 15, 2011

Highways  
ATTN: Betty Abramson  
2575 Vista Del Mar Drive  
Ventura, CA 93001

RE: [REDACTED]  
Birmingham, AL [REDACTED]

VIN: - 5B4MP67G133 [REDACTED]

Dear Ms. [REDACTED]

This letter is in response to your letter of December 30, 2010, which was received by our office January 07, 2010. Thank you for contacting Workhorse Custom Chassis and forwarding correspondence from [REDACTED]. We appreciate the opportunity to review the situation regarding his motor home and his request for assistance with regard to the Park Brake.

Workhorse Custom Chassis has reviewed [REDACTED] file. Based on the information provided, Workhorse is unable to offer any financial goodwill assistance as the warranty has expired February 25, 2006; for [REDACTED] motorhome. When a necessary repair is required outside of warranty, the customer is responsible for service work, and parts replacement.

Again, thank you for the opportunity to review this matter further. I sincerely, appreciate your efforts in helping us to resolve any Workhorse customer concerns.

Sincerely,

Debra Anderson  
Reimbursement Coordinator

Cc: [REDACTED]

850 Stephenson Highway  
Suite 510  
Troy, Michigan 48063-1174  
Direct: 248.588.5300  
Toll Free Sales: 877.294.6773  
Toll Free Service: 877.246.7731  
Facsimile Sales: 248.588.7931  
Facsimile Service: 248.588.6978  
[www.workhorse.com](http://www.workhorse.com)

November 16, 2010

Workhorse Custom Chassis  
850 Stephenson Highway  
Suite 510  
Troy, Michigan 48083

Dear Sir/Madam,

This letter is concerning Safety Recall 51101-C involving the Bosch service brake caliper. Notice of this recall was received while we were returning from a trip to Alaska. We experienced problems with the brakes while traveling in Utah and after receiving advice from a Workhorse technician was able to proceed to Las Vegas. In Las Vegas I contacted three Workhorse Service Centers and was told by each that it would be several weeks before I could receive service. I contacted the service center in Kingman, Arizona, and scheduled an appointment within a week.

In Kingman, on 10/04/10, we took our motorhome to Joe's Auto RV & Truck to have the safety recall handled. While there, I asked them to service the vehicle, and do a brake job while they were handling the recall. (Invoice #7655, copy attached). They started working on my Motorhome about 11:30 AM and at 5:00PM they were finished, except the ABS and emergency brake light and the warning buzzer would not go out. The next day we returned and the mechanic spent all day trying to correct this problem as explained on Invoice 7669, dated 10/5/10(copy attached) After trying many things, at the end of the day he had it fixed. For this day of attempting to identify the problem, we were charged \$540.00. As stated on the invoice, the tech 2 showed a code #86.

I have been told that during this recall, it has been common for a code #86 showing up as a problem when the recall work is accomplished. I have also been told that this is a problem that occurs in the master cylinder as a result of the recall work. Any expense in repairing this problem should be a part of the recall. It is also my understanding that a notification was sent to the Workhorse Service Centers to alert them of this potential problem after the date of my repair.

As the result that this problem "of a code 86" is the result of the recall work, and you have notified your service centers of the potential problem, the customer should not be charged and I am requesting a full refund of the \$540.00 I was charged.

Sincerely,

[REDACTED]  
Birmingham, Al [REDACTED]

Home tele. [REDACTED]

Cell tele. [REDACTED]

Enclosures (2)

cc. Joe's Auto RV & Truck

**JOE'S AUTO RV & TRUCK**  
 9350 SHIPPING LN.  
 Kingman, AZ. 86401  
 Phone - 928-681-5823 Fax - 928-681-0419  
 "SERVICE THE WAY IT USED TO BE"

INVOICE

7655

**INVOICE**

Print Date : 10/04/2010

[Redacted]  
 Birmingham, AL [Redacted]  
 Home [Redacted]  
 Cust ID : 1915

2002 TIFFIN - ALLEGRO  
 8.1 GAS  
 Lic # : [Redacted] Odometer In : 57374  
 Unit # : [Redacted] Odometer Out : 57379  
 Vin # : 5B4MP67G1 33 [Redacted]  
 Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
OIL FILTER W8800474	1.00	7.76	7.76	LUBE,OIL,FILTER-MOTORHOME	65.00
CHEVRON 10w30 MOTOR OIL C1030	7.00	3.10	21.70	Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Perform basic safety inspection.	
AIR FILTER 26316	1.00	14.86	14.86	FLUSH BRAKE SYSTEM OPTION WHILE PERFORMING BRAKE CALIPER RECALL.	67.50
BRAKE PARTS CLEAN 1010	1.00	3.90	3.90	REMOVE FRONT ROTOR,RESURFACE,INSTALL NEW SEAL,FILL HUB WITH GEAR OIL.(ONE SIDE)	135.00
BRAKE FLUID-DOT 4 54032	32.00	0.33	10.56	REPLACE REAR ROTOR AND SEAL	67.50
BRAKE PARTS CLEAN 1010	2.00	3.90	7.80	Disposal Fee	2.25
SEAL ASM,FRT WHL HUB W8000036	2.00	24.07	48.14		
HUB SEALANT S	2.00	4.93	9.86		
CHEVRON ESI 80-90 GEAR OIL 8090	8.00	4.13	33.04		
BRAKE PADS UP-7654-M	1.00	153.31	153.31		
ROTOR,BRAKE ABS RING W8002188	1.00	93.50	93.50		
SEAL, RR WHL BEARING W8000276	1.00	61.20	61.20		
Shop Supplies		13.40	13.40		

[ Technicians : Please Select, Technician; COLLINGSWORTH, COY; FULKERSON, DAVID ]

Org. Estimate \$155.50	Revisions \$0.00	Current Estimate \$ 155.50	Additional Cost	Revised Estimate	<b>Labor: 337.25</b>
					<b>Parts: 479.03</b>
					<b>Sublet: 0.00</b>
					-----
					<b>Sub: 816.28</b>
					<b>Tax: 31.90</b>
					<b>Total: 848.18</b>
					<b>Bal Due: \$0.00</b>

[ Payments - Visa - \$848.18 ]

WWW.JOESAUTORVTRUCK.COM

Warranty on parts and labor is six months or 6,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. For nationwide Tech-Net Warranty, please call 866-588-0728.

SIGNATURE..... Date..... Time.....

**JOE'S AUTO RV & TRUCK**  
 9350 SHIPPING LN.  
 Kingman, AZ. 86401  
 Phone - 928-681-5823 Fax - 928-681-0419  
 "SERVICE THE WAY IT USED TO BE"

INVOICE  
7669  
 Org. Est. # 012248

**INVOICE**

Print Date : 10/05/2010



Birmingham, AL [REDACTED]  
 Home [REDACTED]  
 Cust ID : 1915

Ref # :

2002 TIFFIN - ALLEGRO

8.1 GAS

Lic # : AL [REDACTED]

Odometer In : 57390

Unit # :

Odometer Out : 57390

Vin # : 5B4MP67G1 33 [REDACTED]

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
				ABS LIGHT ON	540.00
				ABS AND EMERGENCY BRAKE LIGHT WOULD NOT GO OUT. HOOKED UP TECH 2. SHOWED CODE #86 AND WOULD NOT ALLOW FUNCTIONS TEST. WENT TO FLOW CHART FOR CODE #86. PERFORMED DIAGNOSTIC SYSTEM CHECK. INSPECTED EBCM AND CONNECTORS. RESECURED ALL GROUNDS. CHECKED ABS INDICATOR RELAY AND WIRING HARNESS. CLEANED ALL CONNECTIONS AND RESECURED ALL CONNECTORS. CHECKED PUMP AND MOTOR OPERATION AND EMERGENCY BRAKE SYSTEM CIRCUIT. SUBSTITUTED WIRNG PER WCC FLOW CHART. WENT ON TEST DRIVE. PROBLEM STILL OCCURING. REMOVED SUBSTITUTE WIRES AND HOOKED ORIGINAL WIRING BACK UP, AND LIGHT AND BUZZER WENT OUT. TOOK ON ANOTHER TEST DRIVE AND THE LIGHT AND BUZZER REMAINED OFF. WAS UNABLE TO DUPLICATE ABS LIGHT STAYING ON AT THIS POINT.	

[ Technicians : COLLINGSWORTH, COY ]

Org. Estimate \$540.00    Revisions \$0.00    Current Estimate \$ 540.00    Additional Cost    Revised Estimate

<b>Labor:</b>	<b>540.00</b>
<b>Parts:</b>	<b>0.00</b>
<b>Sublet:</b>	<b>0.00</b>
	-----
<b>Sub:</b>	<b>540.00</b>
<b>Tax:</b>	<b>0.00</b>
<b>Total:</b>	<b>540.00</b>
<b>Bal Due:</b>	<b>\$0.00</b>

[ Payments - Visa - \$540.00 ]

*WWW.JOESAUTORVTRUCK.COM*

Warranty on parts and labor is six months or 6,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. For nationwide Tech-Net Warranty, please call 866-588-0728.

SIGNATURE..... Date..... Time.....

December 27, 2010

Action Line  
P.O. Box 8545  
Ventura, California 93002

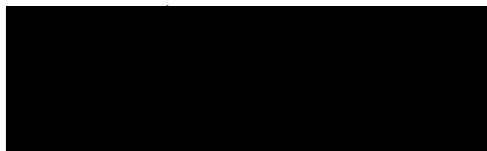
Dear Action Line,

This year as we were returning from a trip to Alaska, we were notified of a recall on the braking system of our RV which has a Workhorse chassis. The recall was Safety Recall 51101-C involving the Bosch service brake caliper. We experienced a problem in Utah and after consulting a Workhorse technician proceeded to Las Vegas. In Las Vegas there were three Workhorse service centers, however it would be weeks before they could handle the recall. I proceeded to Kingman, Arizona, where we were able to have the recall handled. They replaced the calipers, but then experienced a problem with the ABS and emergency brake light and warning system. We spent an extra day for them to correct this problem and was charged an additional \$540.00.

Upon returning home, I learned that this problem with the ABS and emergency brake lights was a problem that occasionally occurs when the recall work is performed. I also learned that Workhorse had sent a notice to their repair centers concerning this problem, however this notice was dated after my repair had been accomplished. Since this was a problem connected to the recall work, I should not have to pay to have it corrected. I wrote to Workhorse by letter dated November 16, 2010, requesting a refund of the additional \$540.00, but have not heard from them. I would be most appreciative of any assistance you can render to help resolve this matter.

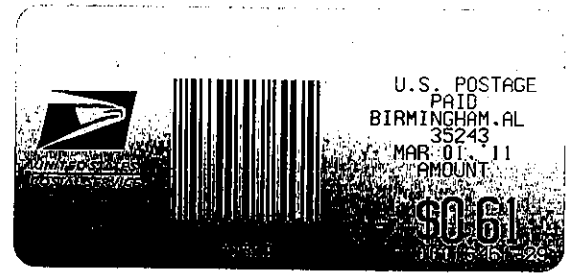
I am enclosing copies of the letter and attachments sent to Workhorse.

Sincerely,



Birmingham, Alabama

cc Workhorse Custom Chassis  
850 Stephenson Highway  
Suite 510  
Troy, Michigan 48083



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

