



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

April 12, 2011

[REDACTED]
Birmingham, AL [REDACTED]

NVS-216 nam
Ref. No. 10389488

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Tiffin Allegro recreational vehicle (RV) built on a Workhorse Custom Chassis (Workhorse). Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicated upon returning from a trip in your MY 2002 Tiffin Allegro RV you received a recall notification from Workhorse. You experienced the brake problem identified in NHTSA Safety Recall Campaign No. 09V-110 which addresses overheated brake calipers in Workhorse RVs. You had the recall remedy completed at a Workhorse service center. After the recall repair, you immediately needed a second repair when the ABS emergency warning light and buzzer came on and would not go out. Workhorse charged you to turn it off; however, you feel the ABS emergency warning light and buzzer came on as a consequence of the recall remedy. You made a request to Workhorse for reimbursement of the second repair; however, it was denied.

We sympathize with you concerning Workhorses' denial of your request for reimbursement for repairs that you feel are related to the recall; however, this does not fall under our jurisdiction. We recommend you continue to contact Workhorse to resolve your problem.

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Alabama Office of the Attorney General regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud, or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement