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New Concord, Ohio
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December 5, 2011

Workhorse Custom Chassis
600 Central Avenue, Suite 220
Highland Park, IL 60035

P.O. Box 907
Palatine IL. 60078-0907

To Whom It May Concern:

On or about March of 2006, we purchased a used 2003 Newmar Mountain Aire Motorhome from North Star RV Center in Ft. Myers, FL. This motorhome is on a Workhorse Chassis and has the following Vin; 5B4MP67G433 [REDACTED] The mileage at the time of purchase was 17,171 miles. We drove home to Ohio from FL. in the spring of 2006 and used the motor home for short trips around Ohio for about 3 years.

In May of 2009, we received an *Interim Notice* warning about a problem with the Workhorse brake system. This notice told us about the possibility of brakes sticking, burning, ABS light warning, and Etc. It further stated that if these systems should appear, we should pull over and examine the wheel ends for excessive heat and contact a Workhorse service center. On or about the middle of June 2009 we were about 100 miles into a trip to Lake Erie via Columbus, Ohio when we experience over heating brakes and the ABS light came on. We pulled over as soon as we found a place off the road. After calling the number on the recall notice, arrangements were made for us to be towed to *Craig Smith RV Center* in Gallon, Ohio. Smith's RV made temporary repairs to the brakes and found that there was also a recall on the catalytic converters (bulletin # 60401-C) and replaced the converters.

In January, 2010 we went to Florida until spring, which was after the catalytic converters had been replaced. I began to notice a slight loss of power and I could hear the muffled sound of back firing through the exhaust whenever I would be going up a grade and/or accelerating hard. In June of 2010, after we returned from Florida, I made arrangements with *Craig Smith RV Center* to drop off my motor home for them to check the backfiring and several other items that need repaired or replaced. They called me and stated they "had put it on the computer" and could find nothing wrong. I suggested they take it out and drive it up a steep grade or accelerate hard and they should hear what I was hearing and feeling. When I picked up my Motorhome in August 2010, the work order stated "could not duplicate customers concern at this time". As I drove it home, the first time I had to accelerate hard to pull a hill, I could still feel and hear the misfires.


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In October of this year we left for a trip to FL and got as far as Cincinnati when the motorhome slowed and started smoking out of the left exhaust. We were towed to Holman Motors in Batavia, Ohio where we were informed that the catalytic converters were clogged up and had blew out the mufflers. Holman Motors also found that the spark plugs were also fouled and needed replaced, which may have been caused by the exhaust restriction or may have caused the exhaust restriction. Whatever the cause, it all started after the catalytic converters were replaced, because prior to that the coach ran great, as it did on the trip from Cincinnati to Florida after Holman Motors worked on it.

I guess the reason for this letter is to let those involved know that I am disappointed in the service we received from *Craig Smith RV Center*, and the product that *Workhorse Custom Chassis* has produced. The motorhome has less than 28,000 miles on it and is garaged when not in use, but has had more repairs and cost more money than the Ford I had previously owned for 13 years and over 70,000 miles. In addition to the problems with the exhaust system; over the 5 plus years, we have replaced the fuel pump, serpentine belt, the heater valve, speedometer dash panel cluster lights, and turn signal/dimmer switch. Most of the other items have been covered by a very expensive extended warranty, but the exhaust/engine problem was an out of pocket expense to the tune of over \$3000.00 since the warranty period has expired.

I am further concerned that a brake recall would take over a year to resolve. We received our *Interim Notice (Safety Recall 50901-C)* in May 2009 and the *Follow-up Notification (Safety Recall 51101-C)* in September 2010. In January 2011 we had the recall work done at Alliance Coach – RV Sales in Wildwood, Fl. They recommended that the brake system also be flushed at that time, which was not covered by the safety recall, but in my opinion, should have. And as previously mentioned, during our recent trip to Florida, I noticed the ABS light come on during several occasions of brake usage, but it would later go out, so I suspect, the brake problems has not yet been fully resolved!

Submitted for your information and appropriate action.


Cc: Craig Smith RV Center
Alliance Coach – RV Sales
North Trails RV Center
NHSTA
Holman Motors

