



NEW MOTOR VEHICLE BOARD

JUL 12 2012

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631

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Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Acting Secretary
Business, Transportation & Housing Agency

Ramon Alvarez C., President • Bismarck Obando, Vice President

Ryan L. Brooks • Robert T. (Tom) Flesch • Peter Hoffman • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

July 10, 2012

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Case # C-0005-2013

Enclosed please find a copy of the complaint I received from [REDACTED] concerning his 2008 Kenworth T800B.

I'm referring the complaint to you since the facts appear to raise a matter within your jurisdiction. I'm continuing my mediation efforts on behalf of the complainant and have suggested that the complainant contact you for additional assistance.

Sincerely,

Jackie Grassinger
Mediator

Enclosure

NAM
071712
TGW

State of California *Edmund G. Brown Jr.*,
Governor

Business, Transportation and Housing Agency *Brian P. Kelly*, Acting
Secretary

NEW MOTOR VEHICLE BOARD

Consumer Mediation Services Program

1507 21st Street, Suite 330

Sacramento, California 95811

Office: (916)445-1888, Fax:323-1631

nmvmmediation@nmvb.ca.gov

<http://www.nmvb.ca.gov>

Mediation Request Form

Case #:

Assigned To:

First Name: [REDACTED]	MI: [REDACTED]	Last Name: [REDACTED]
Address: [REDACTED]		
City: Long Beach	State: CA	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
How you heard about us: NMVB Website		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: Southern Counties	Name: Inland Kenworth (us) inc.	Name: Inland Kenworth (US) Inc.
Address: 18020 S. Santa Fe Ave	Address: 1600 Washington Blvd.	Address: 1600 Washington Blvd.
City: Rancho Dominguez	City: Montebello	City: Montebello

State: CA Zip: 90220	State: CA Zip: 90640	State: CA Zip: 90640
Telephone: 3109022160	Telephone: 3232784100	Telephone: 3232784100
Vehicle(make): Kenworth	Model: T800B	Year: 2008
Date of Purchase/Lease: 5/19/09	Vehicle License#: XXXXXXXXXX	Current Mileage: 162013
This was a: Purchase	Mileage at Purchase/Lease: 19000	Vehicle I.D. NO.: 197053
The vehicle was: Used	Type of Warranty on Vehicle: Manufacturer	
Have you given written notice of defects to manufacturer? No Has manufacturer (or designated agent) attempted repairs? Yes If yes, list repair dates: 1/18/11, 5/5/11, 5/19/11, 5/16/11, 5/12/11, 1/19/12, 1/25/12, 4/25/12, 5/2/12, 5/15/12, 8/9/11, 8/5/11, 8/29/08, 1/18/11, 3/31/10,		
IMPORTANT NOTICE: I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purposes of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent. Section 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statements or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.		
Basis Of Complaint		
Steering Fuel System Suspension System Electrical System		

Extended Service Contract	
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Details Of Complaint

I bought the truck on 5/19/09, I was promised a warranty on the LNG system by Westport (who is the makers of the LNG system in truck), I was told I can only get the truck serviced by Kenworth in Montebello, CA. Since I have had the truck for now 3 years, I have had numerous problems on the LNG system including liquid gas leaks overnight causing freezing on the tank which makes me leak gas and lose gas meaning I lose money, I have spent thousands of dollars on wasted gas and everytime I take the truck into Kenworth, they change other parts and not honor the warranty of replacing the LNG tank which I think should be recalled due to these continuous problems. They have done several vacuums on the tank to try to get the tank to work because they do not want to replace the tank when they know that is really what needs to be done or there is a fluke in their LNG system/invention. Several drivers of these trucks are having these issues. My truck has now been in the Kenworth mechanic shop for over 2 months, noone is willing to help at Kenworth in fixing this issue. As a man who has a wife that just got laid off, I cannot afford to lose work and money because the mechanics either do not know how to fix the truck or they are not honoring their warranty or they cannot fix a fluked invention. I have been called back several times to pick up a truck that is still broken and 2 months later and 4 truck returns, due to lack of fixing the problem, later, my truck is still leaking LNG and is still not ready to drive.