

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

SEP 20 2012

[REDACTED]
Donalsonville, Georgia [REDACTED]
September 12, 2012

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

Ref. # 10377153
1999 Tiffen Motorhome on Chevy Chassis

I have already sent information on this problem on my Chevy RV Chassis (as well as my Dodge pickup). Now I have had a followup total loss of brakes on my motorhome because of the freezing up of the Phenolic Pistons in the calipers—which could have yielded a serious accident or even loss of lives.

The same Workhorse Chassis with the same brakes were recalled; see "Bosch Brake Campaign 51101-C FAQ's". Workhorse redesigned calipers on that recall. Workhorse purchased the Chevy Chassis in 1999 but Chevy never got recalled. My question is WHY?

My motorhome has had the brakes lock up numerous times. One time yielded fire under the front end. Now total loss of brakes twice--the latest on 5-13-2012 just north of Dothan Alabama. The motorhome had to be towed to Ozark, Alabama by Southeast Towing and repaired at Jim Whaley's Tires Inc #3. While there the mechanic told me that they are having to do this repair nearly every month. When is the use of these dangerous Phenolic Pistons going to be outlawed?

I am enclosing copies of some of my multiple personal expenditures for these repairs that manufacturers should be held responsible for. Public lives are still in danger from these defective brakes..

I would appreciate a response to this letter.

Respectfully submitted,
[REDACTED]

Enclosures: Receipts showing some of the costs of repetitive problems with no promise of how long those replacement pistons will last.

Dr. I Diesel Service front ~~brake~~ 2-24-11
Southeast Towing caliper 5-3-12
Jim Whaley Rear Caliper 5-3-12

D & L DIESEL SERVICE, INC.

PHONES (229) 377-2945, 377-4172 • NIGHT PHONES (229) 377-2238, 377-1782
HIGHWAY 84 — CAIRO, GEORGIA 39828

1856

QUAN.	PART NO.	ARTICLE	PRICE
1	MA 1248	front fender	70.54
2	A1 12800	Car. Gen.	179.22
1	15243	lug	13.62
1	151635	lug	23.99
1	A55	lug nut	17.96

NAME

ADDRESS

DATE 2-24-11

PHONE NO.

MAKE & MODEL	LICENSE NO. & STATE	MOTOR NO.	SERIAL NO.	MILEAGE
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OPERATION NO.

DESCRIPTION OF WORK

AMOUNT

replace wheel & fender
on front end; replace
lug on right side

150.00

[Signature]

Check #

TOTAL PARTS	320.34
Gals. Gas @	
Qts. Oil @	
Lbs. Grease @	
TOTAL - Gas, Oil, Grease	

QUAN.	ACCESSORIES	PRICE	TOTAL LABOR	150.00
			TOTAL PARTS	320.34
			GAS, OIL, GREASE	
			O. S. REPAIRS	
			SALES TAX	22.42
			TOTAL AMOUNT	492.76

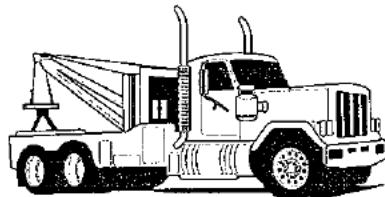
I HEREBY AUTHORIZE REPAIR WORK TO BE DONE AS DESCRIBED ABOVE WITH NECESSARY PARTS, TO BE LISTED AT YOUR REGULAR PRICES. I AGREE TO PAY CASH ON DELIVERY OF CAR OR ON SATISFACTORY TERMS TO YOU, AND UNTIL PAID IN FULL IT SHALL CONSTITUTE A LIEN ON THIS CAR. I FURTHER AGREE THAT YOU WILL NOT BE HELD RESPONSIBLE FOR CAR OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT, ACCIDENTS OR OTHER CAUSES BEYOND YOUR CONTROL. MY CAR MAY BE DRIVEN BY YOUR EMPLOYEES FOR ROAD TESTS AT MY OWN RISK.

DATE PROMISED

DATE DELIVERED

WORK AUTHORIZED BY

RECEIVED BY



882662

SOUTHEAST TOWING, LLC.

Division of Coffee Auto Repair, LLC.

1-800-YES-TOWME**REMIT TO: PO BOX 416 NEW BROCKTON, AL 36351**Enterprise, AL 36330
(334) 393-0070Ozark, AL.
(334) 774-5500Dothan, Alabama 36301
(334) 671-5500
(334) 677-5001**COMCHEK**

EFS



Customer _____ Date May 3 12
 Bill To Retail City _____ State _____ Zip _____
 Phone _____ PO# _____
 Location 2314 Co Rd 18 Tow To Jim Wrayley Ozark
 Problem: ALLERG
 Year 99 Make ALLERG Model MH Color Wht
 VIN# 1GBLP37J2X3 _____
 Odometer _____ Tag _____ State GA Note Damages _____
 Front _____ L.Side _____ R.Side _____ Rear _____
 Trk No. _____ TrL. No. _____ Swap. No. _____
 Notes: 7341 Visa Auth # _____

Local Hook _____ \$ 200.00
 Mileage _____ @ _____ \$ 55.00
 Recovery _____ Winch _____ \$ _____
 Swap Out _____ Stand By _____ \$ _____
 Clean Up _____ @ _____ \$ _____
 Air Cushion _____ Tarp _____ \$ _____
 Storage _____ Per Day _____ \$ _____
 Drive Line _____ Dolly _____ \$ 40.00
 Sub-Total \$ _____
 Fuel Surcharge \$ 44.00
 Tax \$ _____
 Total \$ 339.00

PAID

Security Agreement

All accounts are due and payable upon receipt and are considered delinquent after 30 days. All accounts past due will be charged a default charge of 1-1/2% per month on the past due balance. This transaction constitutes the entire agreement between buyer and seller and the signature of the buyer shows acknowledgement of same. Buyer agrees to pay all costs of collection, including a reasonable attorney fee under the Constitution and laws of the State of Alabama and any state of the Union. Buyer personally guarantees payment of debt. Buyer agrees that vehicle was checked for any towing or recovery damage and by same has determined damage free and in satisfactory condition. Buyer grants to the seller a security interest in the above merchandise until the indebtedness, including finance charges, is paid in full. Until payment in full has been made, buyer agrees that: 1. Seller shall retain title to said merchandise. 2. Buyer will have the risk of loss or damage; 3. Buyer agrees that Southeast Towing and Repair, LLC will hold an express lien on any vehicle towed or recovered and will not demand release of above merchandise without seller's written consent; 5. If buyer defaults in the payment of any installment, Seller may declare the entire balance due and payable and Seller may at its option take back the merchandise or affirm the sale and hold Buyer liable for the unpaid balance, including any reasonable attorney fees or collection charges permitted by law; 6. The Seller shall have all rights, options and duties under the Uniform Commercial Code of the state. Security interest in the goods herein described shall terminate as the unpaid balance for them are paid.

ACCEPTED BY: _____ NAME: _____
 (SIGN)

RELEASE

Southeast Towing LLC makes every effort to ensure that no damage occurs during service and towing calls. In a few situations, because of the type / condition / placement and/or other conditions, including weather, incidental damages may occur. These include, but are not limited to, ground damage, scratching, separation or deterioration due to rust/dry rot, etc, and or damage to water and or utility lines. I release Southeast Towing LLC from all damages relating to tow, moving and placement of this vehicle/ building / other / special equipment / lockout. I certify that I am authorized to release Southeast Towing LLC and agree hereby to do so.

Customer Name _____ Customer Signature: _____ Date _____

THANK YOU

Jim Whaley's Tires, Inc. #3

1352 Andrews Ave
Ozark, AL 36360
(334) 445-0560

Invoice#: 7225896

Date: 05/03/2012 13:53

Closed by: MSL

Bill-to

DONALSONVILLE GA (US)

Ship-to

OZARK AL

Customer Phone:

Salesperson: Company

Source		Payment Due		PO #		Req Ship Date		Account		Ship Via		
RETAIL		06/15/2012				05/03/2012		625671		COM		
QO	BO	LF	DS	FI	Item# / Description					UnitPr	ExtPr	
S	1		1	0	1	PA PA					109.99	109.99
REAR BRAKE CALIPER,												
S	1		1	0	1	PA PA					129.99	129.99
REAR BRAKE PADS,												
S	1		1	0	1	LA LABOR					125.00	125.00
Rep: DF, INSTALL REAR BRAKE PARTS & DRIVE SHAFT,												
S	1		1	0	1	SS SHOP SUPPLIES					6.50	6.50

The warranty does not cover consequential loss or damage, nor does this warranty cover failure resulting from mechanical defects of car, accidents, running flat or smooth, or other abuse. Liability is limited to refund of money only, as indicated. LIMITED WARRANTY. ALL ADJUSTMENTS ARE MADE ON A PRORATED BASIS.

AGREEMENT TO PAY: THE UNDERSIGNED AGREES AND ACCEPTS THE FEE CHARGED AS A LAWFUL DEBT AND PROMISES TO PAY SAID FEE AS OUTLINED ABOVE INCLUDING THE COLLECTION FEE UP TO 40% OF THE PRINCIPAL BALANCE, ATTORNEY FEES, AND COURT COSTS IF SUCH BE NECESSARY, WAIVING NOW AND FOREVER THE RIGHT TO DISPUTE ANY ADDITIONAL COST ADDED TO THE PRINCIPAL BALANCE DUE TO NONPAYMENT.

(x) _____

MOTORHOME

Sub Total:	371.48
FOB:	0.00
Shipping:	0.00
Service Charges:	0.00
COD Charges:	0.00
Tax:	21.60
Amount Due:	393.08
Paid by VI \$393.08	-393.08
Pieces: 4 Balance:	0.00

Company Delivery - Company Delivery

X

Cardmember agrees to pay total in accordance with agreement governing use of such card.

Order #: 7267603 Invoice #: 7225896

Print request: T31/MSL

1958695

05/03/2012 01:42:35 PM invformjw

#1 2237 Montgomery Hwy.
Dothan, AL 36303
334-794-2030

#2 4143 W Main St, Ste 6
Dothan, AL 36305
334-794-8633

#3 1352 Andrews Ave
Ozark, AL 36360
334-445-0560

#4 1940 S Oates St, Ste 1
Dothan, AL 36301
334-794-5252

#5 536 Boll Weevil Circle
Enterprise, AL 36630
334-347-3547

ALBANY GA 317

13 SEP 2012 PM 2 1



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

