

Oxford, MI

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

CL-10566139-3913

FEB 20 2014

Dear Customer Service Representative,

February 7, 2014

Please review the enclosed communication which I sent to Packer International in September 2011. I apologize for the tardiness of this follow-up response, but we moved from Minnesota to Wisconsin that fall and I just located your recall letter and address.

Needless to say, I am very upset with Navistar and Bosch's response to this issue. The combined failure of your two firms to correct this issue have resulted in costing me and my son over \$ 1,400 and exposed his family and others to unnecessary exposure to an accident.

I am forwarding both of the enclosed letters to the Administrator, National Highway Traffic Safety Administration, per your September 2010 notice.

Packer City International completed the recall replacement activity on August 18, 2011. This was the second time this RV unit was brought to Packer City International for brake concerns. Last year, 2010, while driving from Oxford, Wisconsin to Neenah, my son experienced a total loss of brakes so we brought it to Packer City for inspection and repair. Although we experienced total loss of brakes shortly before the inspection, no problem was found so my son and his family of four drove to and from Mount Rushmore, SD. Packer City charged for the inspection and found nothing, but that was before the recall was announced. The trip was made without further incident. The RV had about 9,000 miles on it before that first failure. It now has about 17,000 miles on it. Not many miles for two sets of brake pads and calipers, much less three sets. Packer City charged over \$ 500 when my son picked it up in August. Packer City International informed me that the "collateral damage" needed to be reviewed and approved by International's Regional Service Manager, as a result Packer City International charged my son.

He then took the vehicle through South Dakota and Wyoming to visit Yellowstone National Park. With less than 2000 miles on the newly installed "safety recall" brakes, he had to stop in Wyoming and have another new set of brakes installed at a cost over \$ 800+. The service center where he had the work done were very critical of the Workhorse brake system and design, stating they are significantly under-designed and are inadequate.

Per the recall recommendation, I did provide "prompt attention" in an effort to have the braking defect corrected. Unfortunately, the "fix" didn't eliminate the problem.

Please review and respond to these issues.

Yours truly,

Copy: Administrator, National Highway Traffic Safety

NAM
22114
SMD

[REDACTED]
Oxford, MI [REDACTED]

Dear Customer Service Representative,

September 24, 2011

I brought my 2004 Pace Arrow RV motor home to your facility in August in response to International's Workhorse Bosch Brake Campaign recall. Packer City International completed the recall replacement activity on August 18, 2011. This was the second time this RV unit was brought to Packer City International for brake concerns. Last year, 2010, while driving from Oxford, Wisconsin to Neenah, my son experienced a total loss of brakes so we brought it to Packer City for inspection and repair. Although we experienced total loss of brakes shortly before the inspection, no problem was found so my son and family of four drove to and from Mount Rushmore, SD. Packer City charged for the inspection, but that was before the recall was announced. The trip was made without further incident. The RV had about 9,000 miles on it before that first failure. It now has about 17,000 miles on it. Not many miles for two sets of brake pads and calipers, much less three sets. Packer City charged him over \$ 500 when he picked it up in August. Please explain/detail the charges for recall services.

He then took the vehicle through South Dakota and Wyoming to visit Yellowstone National Park. He had to stop in Wyoming and have another new set of brake pads installed at a cost over \$ 800+. The service center where he had the work done were very critical of the Workhorse brake system and design, stating they are significantly under-designed and are inadequate.

Since your letter states that the "collateral damage" needed to be reviewed and approved by International's Regional Service Manager, and you charged my son, I assume the Regional Manager declined the additional charges.

Please review and respond to these issues.

Yours truly,

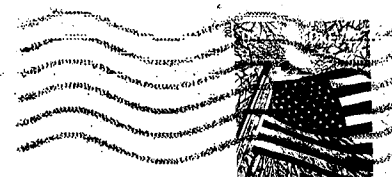
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Oxford, WI

MADISON WI 535

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