

Temporary Complaint Number (TCN): DGN1-52109

EQ-10861848-5644

This PDF document is secured and the content is protected

Required Information in Bold

Form Approved: OMB No. 2127-0008; Expires 05/31/2018

Vehicle Information

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

5 B 4 M G F 7 G 4 7 3 [Redacted]
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Select/Enter Make

Enter Model

Select/Enter Year

[Redacted]

HOLIDAY RAMBLER VACATONER XL PLT

2008

Incident Information

Approximate Incident Date

11/30/2011

For multiple incident dates enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? Yes No

Was there a Fire? Yes No

Failure Mileage 12,650 miles

For multiple incidents enter the first failure mileage.

Number of Deaths, if any

Number of Persons Injured, if any

Speed (at time of incident) 0 mph

Was medical attention required? Yes No

Description (up to 1900 characters)

1258 characters remaining

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

From the time we went to purchase the vehicle, it had to be towed to two different repair services because of brake failure. It was towed to the first one but the service department could not fix the problem after four weeks, so it was towed about 75 miles to a second repair service. According to the rep from the chassis manufacturer it was repaired. Everything went well until 3 years later and the braking issues started happening again. This was 05/2015, 06/2015, and 09/2015. Every time the company rep told us to get it off the highway. We had to have it towed two of those three times to the service center near to get it repaired.

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Failed Component 2

Failed Component 3

Brakes

Select the Component

Select the Component

Personal Information

First Name [Redacted]

Last Name [Redacted]

Email [Redacted] (provided earlier and locked for your security)

Daytime Phone [Redacted] Evening Phone [Redacted]

Address 1 [Redacted]

Address 2 [Redacted]

City Greensboro

State NORTH CAROLINA Zip Code [Redacted]

From: US DOT NHTSA <PortableSafetyComplaint@dot.gov>
Sent: Friday, April 1, 2016 8:18 AM
To: [REDACTED]
Subject: Attached Editable Portable Form (PDF)
Attachments: PortableForm_DGN1-52109.pdf

Thank you for confirming your request for our Portable Form. The attached form has instructions to aid you in completing and submitting the form.

The following Temporary Complaint Number (TCN) identifies your complaint: DGN1-52109

Please keep this number for your records. In order to check on the status of your Portable Form, this number and the email address used must be entered on the Track Form tab of the Portable Form page.

Note: If you have problems receiving the form as an attachment or if you need to generate another copy of your form, click on this [Portable Form](#) link. This link can only be used prior to submitting your form.

Please fill out the attached form, save it to an easily accessible location on your local machine using the link in Step 2 at the top of the form, and then return it directly to us for processing using one of the following options:

- Option 1: [Link](#) to access the upload web page.
- Option 2: Use the link in Step 3 at the top of the form.

Either option will take you to the Portable Form Upload page on our website. You can then Browse to locate your saved Portable Form and upload it to our system.

You will be notified when your complaint form is received and again when further processing occurs.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the [Safercar.gov](#) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these e-mails, please go to our [Contact](#) Web page.

[REDACTED]
Greensboro, North Carolina [REDACTED]

home

cell

March 28th, 2016

US Department of Transportation
National Highway Traffic Safety Administration
Attn: Office of Defects (NVS-210)
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

Reference: NHTSA Reference No. [REDACTED] of 03-04-2016 at 4:20 p.m. Spoke with Kevin
2008 Holiday Rambler Vacationer VI # 5B4MGF7G473 [REDACTED]
[REDACTED] Mailing Address [REDACTED] Greensboro
Email Address: [REDACTED]

TEMPORARY COMPLAINT NUMBER (TCN): DGN1-52109

We purchased the above referenced 2008 Holiday Rambler Vacationer in 2012 and would like to express our concern regarding the braking system that we encountered before we could even drive it off the sales lot. We have enjoyed traveling in this vehicle, but more increasingly have concerns that with the repeated malfunction of the braking system, which could possibly cause an accident and we felt compelled to bring this matter to the attention of the U.S. Department of Transportation since in our opinion the safety issue has not been resolved. We have not received any "recall notices" regarding this vehicle.

We have made contact with several people with multiple companies:

<u>Todd Simpson</u>	Service Manager	<u>Independence RV Sales</u>	877-281-8452
Dennis Bloom	CSE Specialty Vehicles	Navistar, Inc.	248-680-7719
Adam Gomborg	Customer Service	Navistar, Inc.	877-246-7731
Steve Heim	Holiday Rambler	REV Recreation Group	260-341-1731
"Jason"	Customer Service (?)	Monaco	541-681-8100
John Hurd	Owner Relations Manager	REV Recreation Group	541-681-8009

We have over the past couple of months contacted Holiday Rambler/Monaco a division of REV Group and Workhorse, a Division of Navistar. We're not quite sure who currently owns the Holiday Rambler brand, but have spoken with representatives of Monaco and the most recent communication was with John Hurd of REV Recreation Group. We explained to them, (as indicated in the attached documents), the repairs made to the braking system. The first time the problem arose was in November 2011 on the day that we were to drive it off the sales lot in Florida. We explained repeatedly to them that we are concerned for our safety, but more so for the safety of those that we share the road with when traveling in our motorhome. The "workhorse expert" at Lazy Days was reassuring that it was safe to drive. Since the most recent incident, we are now even more concerned and feel that maybe we shouldn't travel in the mountainous states because of the two braking system failures. The brake line rupturing was not the same problem that occurred November 30, 2011 when we drove our Surfside to Florida to trade for the Vacationer. That was the beginning of the problem but we were assured before we took possession of the vehicle that it was fixed. The staff at Independence RV Sales & Service were great! They had no way of knowing this vehicle has braking issues, but were diligent to get it repaired. It took ABC Bus in Winter Green, FL about 5 weeks working on it, and still could not get it repaired. It was then sent to Lazy Days in Tampa, FL and it took about three days for them to repair it.

Reference No. [REDACTED] TCN: DGN1-52109

March 28th, 2016

In September 2015, on the way to Mt. Airy, NC, the foothills of North Carolina, we encountered yet another experience of the brake system alarm going off. Since we were aware of this problem, [REDACTED] said maybe we would be okay to continue on since we were closer to Mt. Airy campground than to either our home or Terry Labonte Chevrolet in Greensboro. The alarm stopped. However just a few miles of driving, it came back on with a vengeance. It wouldn't stop at all then. We called Dennis Bloom and he told us to turn around and go home. We told him we were just a few miles from the campground, but about fifty miles from home. We called ahead to the Mayberry Campground to tell them we were having trouble with the brakes and needed someone to lead [REDACTED] to a pull through site. [REDACTED] was concerned that should he put the vehicle in park, it would not move from the entrance of the park. When he parked on the site, turned off the engine, cranked it again...the "Vacationer" would not move. It (UFO) locks itself in parking gear when there is a problem with the braking system. This was the fourth time the vehicle had to be towed since we drove to Florida to trade our previous motorhome for this one. The time before this occurrence was in May 2015 when we had moved it off the parking pad to wash and polish it... when [REDACTED] tried to move it back, it was locked in parking gear because the brake line had ruptured. **The brake line is made of copper so it was not rusty**. That was the third time it was pulled to a service center. All of the repairs have "fixed" the problems; however, they are short-lived. A few weeks after this happen *the last week of June, we had to take it back for repairs, the brake line had "air bubbles". We were, however, able to drive it to Terry Labonte Chevrolet.

This is a great motorhome and we have been very happy traveling in it; however, we are filing this safety concern/complaint with the NHTSA in the event the brake system fails again and we are held responsible for damages to other vehicles on the road, and even worse, injuries or lives are lost because of an accident. We thought about trading it however, we can't trade it with a clear conscience. Any new owner would not be aware of the problems with the braking system and thereby could potentially be in accident because the system failed again. **Every time we called Dennis Bloom of Navistar Company** when experiencing braking issues, he has told us that [REDACTED] should not slam on the brakes because of the anti-lock brake system. He warned that should he do this, it could make the vehicle slide which in turn could cause an accident. At least [REDACTED] is aware of this and always ready to deal with it as best he can. When we arrived at Mayberry Campground at Mt. Airy, we called the Service Department of Terry Labonte and told Robert, Service Manager, what was happening and that we were going on and parking at the campground so we could take advantage of all the fees we had already paid for the campground plus the fees for the activities at the festival. We said we would take it to Terry Labonte on Monday morning; however, the service manager Robert, persuaded us to stay at the campground an additional night and he would send their mechanic that knows a great deal about this chassis. The mechanic came Monday morning and he connected his diagnostic computer to the motorhome and found that everything in the braking system was malfunctioning and it would not be safe for [REDACTED] to drive it. Therefore it was towed to Terry Labonte Chevrolet where it was repaired for this same problem that the two Service Centers in Florida handled in 2011/2012. It had to be towed from ABC Bus (after they kept it for over four weeks) because the "repairs" they made did not fix the problem. It was towed from Independence RV Sales & Service to ABC Bus...about 5 miles from Independence. From ABC Bus (Winter Garden, FL), it was towed to Lazy Days in Tampa, approximately 73 miles. It was repaired and was driven back to Winter Garden. We drove it home in mid January 2012.

Dennis Bloom has graciously sent us an agreement dated January 21, 2016 that Navistar is giving us a 3 year warranty on this braking system. We are very grateful for that; however, our filing this complaint with both Workhorse/Navistar and Holiday Rambler/Monaco was not because of the monies spent on this reoccurring problem, we have a Service Agreement Policy that has paid the bills. We weren't concerned about this but again, we are thankful that they agreed to give this warranty. However, should there be another time with the braking system, which ends with an accident, we will contact our attorneys inasmuch as we have contacted the appropriate companies/agencies regarding the braking system problems and they continue to deem it "safe". Our concern, as expressed above is that someone could potentially be injured and/or killed if this continues to happen, not the cost of repairs.

Reference No. [REDACTED] TCN: DGN1-52109

March 28th, 2016

The intent of this document is to make the DOT aware of our concerns with this vehicle. Should there be an accident because of this problem, if anyone traveling with us in the vehicle, including us and our family (grandchildren) or friends injured or killed, or should anyone involved in an accident that was caused by the failure of the braking system, we and/or our daughter and insurance company will bring a lawsuit against Navistar and Holiday Rambler/Monaco for wrongful death and/or bodily injury and damage to the Vacationer and any vehicles involved. We didn't expect a new motorhome when we contacted these company representatives, we did, however feel they should take some of the responsibility in getting this vehicle off the road for safety purposes. Navistar did take responsibility for 36 months or 36,000 miles. We did not buy this motorhome based on the chassis, we bought it for the Holiday Rambler body style and amenities. This is not our first motorhome. It's our third. We didn't have such profound issues with the Damon we owned nor the National. Of course a buyer expects to incur maintenance issues. We have had such and have had repairs done as needed to all three recreational vehicles. However, when one makes a purchase of this magnitude, one would expect that it would be safe to drive. We realized going forward in the documentation sent to the companies there would be conflict especially when we asked them to help us to "retire" this particular vehicle. We discussed this with Independence Management and after it had been repaired by the "expert mechanic" at Lazy Days. It was still under warranty when these problems began. The onus is on the manufacturer...which we consider Holiday Rambler because we purchased a "Holiday Rambler" motorhome. Again, we didn't purchase for the Workhorse chassis. The 2004 Damon Intruder had a Workhorse Chassis with no braking issues, and a 2007 National Surfside with a Ford Chassis had no braking issues. Therefore we were safe on the road. We had maintenance issues that needed repaired and they were; however we never faced the safety issue that we have had with the Holiday Rambler Vacationer UFO.

If, in fact as the Monaco representative (Jason) stated "there are thousands out there with this UFO Chassis", and he said they all have problem, even though we kept telling him our motorhome would not move after putting it in "park", unlike he described his mother would have to chase it down and throw a "block" in front of the wheel. Our motorhome is "unsafe" as indicated by Dennis when we'd call while the alarm was sounding...advising us to get it off the road because of the anti-lock brakes locking up causing an accident. If this is the case, shouldn't these motorhomes with a UFO chassis be investigated for safety concerns on the highways?

Thank you for your time in reading all of our documents. We hope that it is an isolated situation to this motorhome only, but respectfully submit our safety concerns to NHTSA.

Respectfully,

[REDACTED]
File Copies Retained

Attention: Dr. Mark Rosekind, Administrator

Attachments: Spreadsheet (5 pages) dated January 14th, 2016 sent to Dennis Bloom of (Navistar) and Steve Heim (Holiday Rambler) It was forwarded to John Hurd of REV Recreation Group
Three (3) Invoices from Terry Labonte Chevrolet Inv. # [REDACTED], [REDACTED], [REDACTED]
Memo from Steve Heim, 01-19-16 at 10:49 am
Memo from John Hurd, Owner Relations Manager, REV Recreation Group

[REDACTED]

From: [REDACTED]
Sent: Tuesday, January 19, 2016 5:50 PM
To: Steve Heim
Subject: [REDACTED] - 2008 Holiday Rambler Vacation XL PLT
Attachments: MEMORANDUM for the Record - Monaco.docx

Dear Steve,

We are now onto another route. We had a call from "Jason" at Monaco this afternoon at 3:14 p.m. I am attaching a copy of a Memorandum for the Record recapping the conversation between Jason, [REDACTED] and me. After all was said done, he had the document that Mr. Spike (???) had given him to review and contact us to see what "he" could do for us. Between the three of us, we decided that "he" couldn't do anything for us. Not sure he is in a position to have the authority to do anything anyway. The three of us decided that for us and his mother and the "thousands" of other RV with the brake system problems, that we should contact the **National Highway Traffic Safety Administration**. It will be at the end of the week before I can do so. If you have need to contact us, we won't be available until Thursday morning because I am having a surgical procedure tomorrow morning at 9:00.

Again, thank you for your consideration and time spent regarding our safety concerns.
Respectfully,

TERRY LABONTE CHEVROLET

PO BOX 77758

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Parts (336) 335-1270
Quick Lube (336) 335-1259

CUSTOMER NO. [REDACTED]	ADVISOR ROBERT TOBIN	TAG NO. 3081	7127	INVOICE DATE 10/30/15	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 20,500	COLOR /	INVOICE NO. [REDACTED]
GREENSBORO, NC [REDACTED]	YEAR / MAKE / MODEL 07 / WORKHORSE / VACATIONER			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 5 B 4 M G F 7 G 4 7 3			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE 09/28/15	
BUSINESS PHONE	COMMENTS				MO: 20505

LABOR & PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
J# 1 06HRZZBROH CHECK BRAKES				TECH(S):722	1145.00	
CUST REPORT PARK BRAKE LOCKED UP-WILL NOT DRIVE						
HYDRAULIC BRAKE CONTROL FAILS						
ROAD SERVICE TO MAKE VEHICLE MOVEABLE, VEHICLE TOWED IN, RE						
PLACE HCU CONTROL UNIT						
PARTS						
JOB # 1	1		W8007377	HCU/ECU 264984	4325.00	4325.00
JOB # 1	3		608334	DOT4 BRAK 8.800	21.95	65.85
JOB # 1 TOTAL PARTS						4390.85
JOB # 1 TOTAL LABOR & PARTS						5535.85
J# 2+38HRZZ-INSP Complementary Insp				TECH(S):722	0.00	
Added Operation (TLCRTOBIN @ 10/27/2015 11:32)						
PARTS						
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00
MISC	CODE		DESCRIPTION	CONTROL NO		
JOB # A	2		SERVICE CHARGE		26.59	26.59
TOTAL - MISC						26.59
COMMENTS						
CORNERSTONE WARRANTY CLAIM # [REDACTED]						
WARRANTY 12MO/12,000 MILES						
CORNERSTONE PAYS \$5782.23						
CUST PAYS \$76.59 INCLUDES \$50 DEDUCTIBLE						
TOTALS						

Service Charge. The Service Charge defrays dealer's overhead costs (such as shop supplies, safety measures and training) and/or costs associated with the handling and/or disposal of waste and may include Dealer profit. Not all transactions will cause dealer to incur all of the costs defrayed by the service charge. The service charge is not a governmental fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you: (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR

TOTAL LABOR	1145.00
TOTAL PARTS	4390.85
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	26.59
TOTAL MISC DISC	0.00
TOTAL TAX	296.38

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
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TOTAL INVOICE \$ 5858.82

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

TYPE..... CK#.....
TYPE..... CK#.....

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supercedes any prior agreement including oral agreements, and as of the date above comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company PRINTING: C0889265 0 (05/19)

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Body Shop (336) 335-1280
Parts (336) 335-1270
Quick Lube (336) 335-1259

CUSTOMER NO.	ADVISOR ROBERT TOBIN	TAG NO. 3081 9452	INVOICE DATE 07/07/15	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 20,404 /	COLOR
[REDACTED]	YEAR / MAKE / MODEL 07/WORKHORSE/VACATIONER	DELIVERY DATE	DELIVERY MILES	STOCK NO.
PLEASANT GARDEN, NC	VEHICLE I.D. NO. 5 B 4 M G F 7 G 4 7 3	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/06/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 20404

LABOR & PARTS
J# 1 06HRZZBRCH CHECK BRAKES TECH(S):4019 195.00
 CUST REPORT ABS, ATC, AUTO PARK LAMP AND ALARM, PARK BRAKE SYM
 OL CAME ON; CK AND ADVISE
 BLEED ENTIRE HYDRAULIC SYSTEM

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	3	608334	DOT4 BRAK 8.800	21.95
JOB # 1 TOTAL PARTS				65.85
JOB # 1 TOTAL LABOR & PARTS				260.85

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J# 2 03HRZZNCSE NC State Inspection TECH(S):4019 12.75
 NORTH CAROLINA STATE SAFETY INSPECTION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				12.75

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership PERMISSION to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	2	SERVICE CHARGE	
JOB # 2	1	NC STATE INSPECTION STICKER	
TOTAL - MISC			19.55

TOTALS

TOTAL LABOR	207.75
TOTAL PARTS	65.85
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	19.55
TOTAL MISC DISC	0.00
TOTAL TAX	4.44
TOTAL INVOICE \$	297.59

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR

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CASH CREDIT CARD CHECK CHARGE

TYPE CK#
 TYPE CK#

CUSTOMER SIGNATURE

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supercedes any prior agreement including oral agreements, and as of the date above comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

The Reynolds and Reynolds Company BRANTRIVE COB609355 Q (05/13)

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 Quick Lube (336) 335-1259

CUSTOMER NO. [REDACTED]	ADVISOR ROBERT TOBIN	3081	TAG NO. 2298	INVOICE DATE 05/11/15	INVOICE NO. [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 20,143	COLOR	STOCK NO.	
YEAR / MAKE / MODEL 07 / WORKHORSE / VACATIONER			DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 5 B 4 M G F 7 G 4 7 3			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 04/23/15			
BUSINESS PHONE	COMMENTS	MO: 20143			

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 3	1	NC STATE INSPECTION STICKER		0.85
TOTAL - MISC				27.44

COMMENTS
 CORNERSTONE EXTENDED WARRANTY TO PAY \$2752.08 TOTAL BY C/C
 CUSTOMER PAYS \$1065.97
 CORNERSTONE AUTH [REDACTED]
 PART AND LABOR LIMITED WARRANTY 12MO/12,000 MILES

TOTALS		
ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST.	TOTAL LABOR....	2652.75
ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR	TOTAL PARTS....	966.11
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	99.80
	TOTAL MISC CHG.	27.44
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	71.95
	TOTAL INVOICE \$	3818.05

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[] CASH [] CREDIT CARD [] CHECK [] CHARGE

TYPE..... CK#.....
 [REDACTED]..... CK#.....
 CUSTOMER SIGNATURE [REDACTED]

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 Parts (336) 335-1270
 Quick Lube (336) 335-1259

CUSTOMER NO.	ADVISOR ROBERT TOBIN	3081	TAG NO. 2298	INVOICE DATE 05/11/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 20,143	COLOR	STOCK NO.
PLEASANT GARDEN, NC	YEAR / MAKE / MODEL 07/WORKHORSE/VACATIONER			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M G F 7 G 4 7 3			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/23/15		
BUSINESS PHONE	COMMENTS				

MO: 201.

LABOR & PARTS
J# 1 06HRZZRB Rear Brakes TECH(S):4019 1690.00
 C/S PARKED RV AND PARKING BRAKE SET AND WOULD NOT RELEASE.
 CUSTOMER FOUND POSSIBLE BRAKE FLUID LEAKING BY THE FUEL TANK
 FOUND THAT THE PARKING BRAKE LINE ABOVE THE FUEL TANK HAD
 RUPTURED AND CAUSED ALL THE BRAKE FLUID TO LEAK OUT FROM
 THE PARKING BRAKES CAUSING THEM TO GET STUCK ENGAGED.
 REPLACED THE RUPTURED PARKING BRAKE LINE AND BLED THE
 AIR FROM THE SYSTEM. AND TOPPED UP THE FLUID TO THE CORRECT
 LEVEL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2	12548430	PIPE 8.964 Y	43.58	
JOB # 1	1	608334	DOT4 BRAK 8.800	21.95	
				JOB # 1 TOTAL PARTS	109.11
				JOB # 1 TOTAL LABOR & PARTS	1799.11

J# 2 10HRZ *ELECTRICAL TECH(S):722 940 650.00
 C/S THAT WHEN THE FRONT A/C UNIT IS TURNED ON IT WILL POP
 THE BREAKER. RESET THE BREAKER AND IT WILL RUN FOR A FEW DAY
 INTERNAL FAILURE
 REPLACE ROOF AC UNIT IN FRONT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	640315CXX1C0	A/C UNIT 259179	857.00	
				JOB # 2 TOTAL PARTS	857.00
				JOB # 2 TOTAL LABOR & PARTS	1507.00

J# 3 03HRZZNCSI NC State Inspection TECH(S):4019 12.75
 STATE INSPECTION
 COMPLETED PASSED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	12.75

J# 4+06HRZZBRCH CHECK BRAKES TECH(S):4019 300.00
 Added Operation (TLCRTOBIN @ 05/11/2015 12:16)
 REASSEMBLE AND ADJUST PARK BRAKE CABLE
 DISASSEMBLED BY TOW COMPANY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	300.00

G.O.G. & SUPPLIES
 JOB # 2 FREIGHT 99.80
 TOTAL - GOG 99.80

ISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	2	SERVICE CHARGE		26.59

The Reynolds and Reynolds Company, FARMINGTON, CT 06031-0955, CC669365 C, (05/13)

Service Charge. The Service Charge defrays dealer's overhead costs (such as shop supplies, safety measures at training) and/or costs associated with handling and/or disposal of waste at may include Dealer profit. Not all transactions will cause dealer to incur of the costs defrayed by the service charge. The service charge is not governmental fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and if any other reason we feel is necessary appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership PERMISSION to contact you (either personally, via telephone messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. THIS AUTHORIZATION allows us to better serve you in compliance with federal and state regulations and in no way is condition to receiving goods or service

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date above comprises the entire agreement between Customer and Dealer relating to these repairs or other matter referred to on the front or back side of this document.

Greensboro, NC

January 14, 2016

<u>2008</u>	<u>Holiday Rambler</u>	<u>Vacationer PLT</u>	<u>Gas Pusher</u>	<u>Workhorse</u>
Purchased	January 12, 2012	Mileage	13,515	2008
Trade Vehicle	2007 National Surfside	Current Mileage	20,500	5B4MGF7G473
Dealer	Independence RV Sales & Service	Winter Garden, Florida		

Repair Service

ABC Bus, Winter Garden, Florida

November 30, 2011

We went on 11/30/11 to Independence RV Sales & Service to trade our 2007 Surfside, the salesman tried to move the Vacationer off the detail pad after it had been washed, but it would not move. The service men were not familiar with Holiday Ramblers. They contacted Workhorse and I think it was Dennis Bloom that they spoke with. They had the Vacationer towed to ABC Bus that day, (towed approximately 5 miles) if I remember correctly. We camped on their sales lot until 12/19/11 at which point we left there to go home for Christmas. We returned to Independence on 12/29/11 as we were told it should be repaired by then and we could go on to Bonnita Springs for our month's reservations. ABC Bus had not been able to fix the problem. They replaced the braking system "pump" but it still would not go out of parking gear. We left there on 12/31/11 in our 2007 Surfside and paid for an additional night at the campground so we would have hook ups. ABC Bus kept it an additional week (about 5 weeks). We talked with Todd (Service Manager at Independence) several times regarding the status of the repair work during the first week of January 2012 while it was at Lazy Days in Tampa.

**Paid for
by Warranty**

Lazy Days, Tampa Florida

First Week of January 2012

Todd called to tell us that Workhorse told them to have it towed to Lazy Days in Tampa. (Towed 73 miles) Todd told us that the Service Manager at Tampa said they replaced the CPU. That was in the timeframe of January 3, 2012 through January 9th. I don't recall the exact. We left the campground at Bonnita Springs on 01/10/12 and stayed on the sales lot at Independence again. We handled all the sales documents on 01/12/12 and transferred the contents of the Surfside to the Vacationer. We had paid for reservations at the campground for the month of January 2012; however, we decided to cancel the remainder of our stay (lost two weeks) to go pick up the Vacationer at Independence RV Sales & Service.

**Paid for
by Warranty**

Inv. No.

Terry Labonte Chevrolet, Greensboro, North Carolina

July 25, 2012

\$599.58

After having the Vacationer only seven months, we noticed it was leaking around the door (this is a gas pusher so the door is like that of a diesel). We took it to Terry Labonte's where they "checked and found water leaking in front of the top cap. *"Checked and found water leaking in front of the top cap. Removed all old sealer and silicone and resealed all as needed. Resealed the front cap. Made new trim above entry door. Resealed awning rail. TV antenna mast and radio antenna as well."* Fog Lights not working. Bulb good and switch turns on. Repaired and tested fog lights (\$32.50 included in total of \$599.58) This vehicle was towed twice (that we knew of up to this point in time) which could have caused the leaks.) We are aware (because this is not our first motorhome), that normal maintenance is required for any vehicle, especially RVs. [redacted] takes care of our vehicles and homes and is diligent in changing oil, greasing, and winterizing. North Carolina requires annual inspections and thus far it has passed each inspection. (See note on last page concerning leakage and water damage.)

**Note: On their
invoices they
list it as 2007
however, it is
2008**

Greensboro, NC

Invoice No.

7/11/2013

\$3,394.13

Hall Tire & Battery, Greensboro, North CarolinaJuly 11, 2013

We purchased new Michelin Tires for the Vacationer just eighteen months after we bought it. The tires still looked good but we always are careful to keep it running safely. My aunt and uncle had just called us to let us know they had a blow-out on the front of their 2006 Fleetwood Revolution driving down Interstate 26 near Charleston, SC. This was a sign for us to be sure our tires were safe, not only to keep us safe, but those families that would be driving near or around us.

Invoice No.

Monaco RV Parts

8/16/2013

Parts - \$324.95

Labor - \$225.00

Total - \$499.95

Red's Roadside Repair, Gordonsville, VirginiaAugust 16, 2013

Camping at Shennadoah Valley RV Resort, Gordonsville, VA

When we were packing up to leave, the awning would not retract. We called a repair service. We had to extend our stay because we couldn't drive it with the awning out. It took an additional week to get the part shipped from Oregon and for Chris of Red's Repair to come out to put the new "Eclipse Awning Motor" on the awning.

Again, we realize things happen with RVs, but we just wanted you to see how our traveling with the 2008 Vacationer has been interrupted. Had we been at the beach, we would have had to get it towed to service because of lack of site availability.

Invoice No.

\$3,818.05

Less Replaced

Airconditioner

\$1,507.00

Repair for

Brake Line

\$2,311.05

Terry Labonte Chevrolet, Greensboro, North CarolinaMay 11, 2015

(Towing Distance 17.6 miles)

We had reservations for Myrtle Beach for the first week in June, 2015 for a month. We moved the Vacationer out of the usual parking spot behind our house to wash it. After washing it, [redacted] got in to put it back on the "pad" and it would not go out of parking gear. After checking it out, he noticed there was brake fluid underneath the "bus" where it sat as we washed polished it. We had to have it towed to Terry Labonte Truck Service. The stress of multiple towing can't be good on this RV.

Invoice: "Parked RV and Parking Brake set and would not release. Customer found possible brake fluid leaking by the fuel tank. Found the parking brake line above the fuel tank had ruptured and caused all the brake fluid to leak out from the parking brakes causing them to get stuck engaged. Replaced the ruptured parking brake line and bled the air from the system.

The charge was \$2,311.05 for the brake problems...the balance was for replacing the air conditioner.

Again, this vehicle, to our knowledge at this point since it was manufactured has been towed three (3) times .

We are beginning to fear the worst that we might one day be driving it and the brakes go out and cause someone to get killed. It most likely would be whoever we might hit with it more than us. We pull a 2005 Saturn Vue which adds about another 3,000 pounds or, if going to the beach we pull a 16 ft trailer with a golf cart.

Invoice No.

7/7/2015

Terry Labonte Chevrolet, Greensboro, North CarolinaJuly 7, 2015

When driving back from the beach after our first trip out after having the brakes fixed on 05/11/15. The brake system alarm starting blasting. I was following [redacted] and our grandson home and [redacted] called to me to let me know that he couldn't stop for lunch as they had planned. We would have to continue driving in the event the Vacationer after parking would not move. The alarm was frightening to [redacted] and [redacted] I immediately called Robert at Terry Labonte while driving but he was not available so I then called Dennis Bloom. His only advice, even with my frustration, was to take it back to Terry Labonte's. He said to pull off the road. I told him [redacted] was afraid if we did so, the RV could be stuck along side of the road if he put it in park. and we couldn't just sit there with it running...which would be dangerous. We were 20 miles from home so he told me to tell [redacted]

Greensboro, NC

Continued

Terry Labonte Chevrolet, Greensboro, North CarolinaJuly 7, 2015Continued from previous page

Invoice No.

7/7/2015

\$297.59

Less \$12.75 for

Inspection Fees

\$284.84

to drive slowly, to be sure that he was far enough from traffic that he wouldn't have to slam on brakes should there be someone in front of him that had to stop suddenly. I le know what he said and drove very slowly the rest of the way home. I asked Dennis why all the problems with the braking system and he just "shrugged it off"...as though it was not a big deal. It is a big deal to us...especially for our grandson's life and the lives of those that we could take out with 25,000 pounds. I don't know the amount but that is close to what it would weigh. At that time was pulling the trailer and golf cart. Dennis said these things happen. But I haven't heard of any other motorhome owner with these issues continuing to crop up with the same issue. I think it's great that it won't go out of park when there is a problem, but not so great when you're driving down the interstate at 62 mph. It did however go into gear that time and was able to drive it over to Terry Labonte's to check it out. The only problem that showed up at that time was on Invoice "Bleed entire hydrylic system". Robert Tobin said there were "air bubbles" in the line again. He didn't understand why this had happened just after the brakeline had already been repaired, bled and the fluid capped off on May 11, 2015.

Invoice No.

10/30/2015

\$5,858.82

HCU/ECU DOT4

\$5,535.85

Service Charge

\$26.59

Terry Labonte Chevrolet, Greensboro, North CarolinaSeptember 23, 2015

On our next trip out, we were on our way to Mt. Airy, NC on Wednesday, 09/23/15 when about 20 miles from the camping ground the brake alarm system started blasting out again. We were pulling the Saturn Vue at this time. After a few minutes, it stopped but slowed down because we were beginning to get into some hills. I called Robert but he wasn't at his desk. We wanted to let someone know so we would know what to do "at the moment" so I then called Denny Bloom. He could hear the loudness of the alarm that started back just as I made the call to him. It didn't stop at all then for the remainder of the trip. He told us to turn around and go back home. Yet I told him we were much closer to Mt. Airy than we were to go back home, 74.1 miles. We continued on...called ahead to the park office (Mayberry Campground) and let them know that we were coming in but could not stop the RV because we were having brake problems and stopping it could cause us not to be able to move it once it was in parking gear. They led us to a "pull through" site in the event it would not come out park and sure enough, it did not. We were able to get in touch with Robert that afternoon and told us to go ahead and enjoy our stay since we had already paid for the time at the park and \$300 more to events at the festival. We stayed and Robert scheduled for the mechanic Robert to come to the campground on Monday, September 28th. Robert arrived and looked everything over. He then hooked up the diagnostic computer to the Vacationer computer and immediately told that he should not drive it anywhere...that it was not safe. We then spent time once again trying to find a large enough tow truck to pull it back to Greensboro to Terry Labonte Service Department. Once again, this vehicle is being towed yet another 59.1 miles.

Again, we are concerned that this 2008 Vacationer XL PLT should be taken off the road. We love the way it handles. It's a great looking vehicle even with its age, but we don't feel that it is safe...no matter how safely drives (and he does), nor the fact it had new Michelin RV tires put on it on July 11, 2013. We don't want to kill anyone with it. We have been blessed to live just 17.6 miles away from Terry Labonte service department. Robert Tobin, the service manager and his mechanic, Robert, have been terrific in repairs for the vehicle. However, they can only do so much. Look at the history of this vehicle. Look how much trouble and anxiety it has caused us. I asked Dennis Bloom in our last conversation why would there be so many problems with this one vehicle relating to the same issues...BRAKING SYSTEM FAILURE. His indifference to our

Greensboro, NC
continued

concerns about killing someone along the way was appalling. It didn't affect him, nor his employment, it seemed he didn't really see an issue here. But we do!!! If there had been a recall regarding this braking system, we were not made aware of it. Todd, the Service Manager of Independence RV Sales & Service, like us, believed that once the original malfunctioning brake system was replaced in January 2012, it should be safe to drive. In a conversation with Denny, he said to me... those new components in December 2011 and January 2012 were only "warranted for one year". It seems to me that a company the size of Workhorse Corporation would stand behind their products and provide a longer warranty period. We were told that the 2008 Vacationer XL PLT that has the same brake system as some school buses. That's frightening!!! We haven't heard of the kind of problems we have experienced with this Workhorse chassis on television nor locally, thank God!!! We certainly fear for children riding a bus that could experience the failure in its braking system that our motorhome has experienced. We don't know if buses do, in fact, have the same braking system but we certainly hope not.

We are advising Holiday Rambler CEO and Workhorse Corporation of the problems specifically related to the problems this particular 2008 Vacationer XL PLT has presented itself with over the past three plus years. We hope to find someone that will agree that this vehicle should be taken off the highways in order to prevent a disaster.

We believe that it is just ours and not indicative of that year and model and hope that this could be resolved if Holiday Rambler & the management of Workhorse Corporation, would consider working with us to retire this motorhome for safety reasons. We can furnish a copy of Purchase Order of Independence RV Sales and Service. We paid \$94,900 on 01/12/2012. NADA Guides prices it at this time with the low retail price of \$84,268 (approximately). We have considered trading it just to get out from under the stress of possibly wrecking it or not being able to move it because of the brake, but we really couldn't with a clear conscience. What would happen should this most recent replacement of the braking system/CPU fail and the new owners not be aware that this was an ongoing problem, and should they get severely injured and/or killed, we couldn't live with ourselves for allowing someone else to be put in that position. We will, however, continue to go camping in it should you not feel you should collectively take responsibility for this defective vehicle. Would it not be a "write-off" for the company? One would think that the Department of Transportation would want it off the highways. It passes all of the North Carolina Inspection requirements; however, this particular problems is not part of the process. As stated in the letter, we would take a smaller motorhome if you would consider taking this one and retiring it. If we were going out to trade for one and didn't have the ongoing problems with this one, we would trade for a smaller one with a different chassis so we would not always be fearful that it a.) would not move because the brakes locked up, or b.) driving it and causing an accident.

**NOTE referring
to water damage
Repaired in
July 1, 2015
by Terry Labonte**

Referring to the water leak on Page 1 [REDACTED] is currently having to take out the wall panelling at the door where the leak was and was repaired by Terry Labonte on July 25, 2012. Again, bringing up the fact that this very heavy vehicle has been hooked up to towing vehicles four times at this point time. Apparently the movement of being put up on the tow vehicle twice since the roof was fixed, the area that was subject to leaking was re-opened and the leak continued thus resulting in more leakage. Every time we wash the vehicle, at least twice a year and sometimes three. [REDACTED] checks the roof to be sure the sealant is still good. This leak is in a place that is not obvious when standing on the roof washing and rinsing. Therefore, he was unaware that there was a leak again until the most recent rains in North Carolina during the past two to three weeks. He noticed it was wet again when he went in to start the vehicle to see if it would go into a gear (out of park). He has already this week cut out

Greensboro, NC
continued

the section of the wallboard that was damaged. He is awaiting a special spray from Home Depot to spray and clean the metal frame that has rusted. We have already ordered wallcovering from Sherwin Williams to match as best possible that which was damaged since the area of leakage was repaired by Terry Labonte. He has purchased the plywood and the insulation to install with the plywood which was water damaged. Once he receives the rust cleaner, he will be able to put everything back in order.

We are thankful to the employees at Terry Labonte Chevrolet Truck Service Division. They have done a great job every time we have taken it to them, but this motorhome should not have had this much trouble with the braking system. There must be something wrong within the system to have this happen twice within three and one-half years. It's worth investigating. We will be going to the beach the second week in June for a month and hope that we won't be disappointed because the Vacationer will not release from the parking brake or have alarms sound again warning of brake failure.

We recently spoke with the Service Manager at Independence RV and he agreed that the stress put on the unit with multiple times of being towed, and added that the fiberglass could have suffered damage that might not be visible at this time but could show up in the near future. That makes sense because of the water leakage damage that has re-occurred. As stated previously, it seems the stress put on the framework and the body could not be good for the vehicle.

Our daughter has a copy of this complaint. In the event we are involved in an accident and were hurt or killed, or should other people be hurt or killed, she will have this information that we have notified the representative companies.

We will await a response from either Holiday Rambler and/or Workhorse Group. We appreciate the time you have taken to hear our concerns and fears. Thank you.

Sold RV	Independence RV Sales & Service	12705 W Colonial Dr	Winter Garden	Florida	877-281-8452
Repairs	ABC Bus	17469 W Colonial Dr	Winter Garden	Florida	800-222-2871
Repairs	Lazy Days	6130 Lazy Days Blvd.	Tampa	Florida	800-306-4002
Tires	Hall Tire & Battery Co	2222 Martin L. King	Greensboro	North Carolina	336-275-4778
Repairs	Terry Labonte Chevrolet Services	1401 Bridford Pkwy	Greensboro	North Carolina	336-335-1252
Repairs	Red's Roadside Repair	4643 Jefferson Hwy	Mineral	Virginia	540-223-5808
Parts- Awning	Monaco RV, LLC	606 Nelson's Pkwy	Wakarusa	Indiana	800-634-0855
Workhorse Rep	Dennis Bloom	248 Area Code near Detroit			248-680-7719
Attached:	NADA Guides	2008 Holiday Rambler Vacationer XL 38PLT			January 10, 2016
	Purchase Order & Invoice of Sale	Independence RV Sales & Service			January 12, 2012
	Invoices	Terry Labonte			Multiple Dates
	Safety Inspection	Terry Labonte			July 7, 2012

[REDACTED]

From: [REDACTED]
Sent: Tuesday, January 19, 2016 5:50 PM
To: Steve Heim
Subject: [REDACTED] - 2008 Holiday Rambler Vacation XL PLT
Attachments: MEMORANDUM for the Record - Monaco.docx

Dear Steve,

We are now onto another route. We had a call from "Jason" at Monaco this afternoon at 3:14 p.m. I am attaching a copy of a Memorandum for the Record recapping the conversation between Jason [REDACTED] and me. After all was said done, he had the document that Mr. Spike (???) had given him to review and contact us to see what "he" could do for us. Between the three of us, we decided that "he" couldn't do anything for us. Not sure he is in a position to have the authority to do anything anyway. The three of us decided that for us and his mother and the "thousands" of other RV with the brake system problems, that we should contact the National Highway Traffic Safety Administration. It will be at the end of the week before I can do so. If you have need to contact us, we won't be available until Thursday morning because I am having a surgical procedure tomorrow morning at 9:00.

Again, thank you for your consideration and time spent regarding our safety concerns.

Respectfully,

[REDACTED]

Linda H.

From: [REDACTED]
Sent: Wednesday, February 10, 2016 12:16 PM
To: 'Hurd, John'
Subject: RE: Follow up

Mr. Hurd,

Thank you for getting in touch with us. We intend to further this concern but have been pre-occupied with health issues these past couple of weeks. We want it to be known that we have, in fact, made everyone aware that this vehicle is a danger with the failing brake system; however, Monaco representative, "Jason" (he didn't give his last name...) told us that "thousands" of these motorhomes are having the same problem. Of course, his stories were conflicting which we will share with you in a later message. I don't have time today due to an appointment at 2:00. If you have had the documents sent to you that we sent out, you can see the ongoing issues with "this particular" motorhome. We simply are concerned for the safety of others even before ourselves.

I'll call you at a later time.

Thank you again.

[REDACTED]

From: Hurd, John [mailto:John.Hurd@revvgroup.com]
Sent: Tuesday, February 9, 2016 7:30 PM
To: [REDACTED]
Cc: Heim, Steve <steve.heim@revvgroup.com>; Rodgers, Larry <larry.rodgers@revvgroup.com>
Subject: Follow up

[REDACTED]

As previously discussed, while Rev Recreation Group now owns the Holiday Rambler brand, it is not the manufacturer or warrantor of your 2008 HR Vacationer. It is my understanding that you have been in contact with Denny Bloom from Workhorse as well as Adam Gomberg from Navistar, Inc regarding your chassis concerns. While we are not able to participate in a trade/exchange, we fully support and encourage efforts toward a satisfactory resolution. We realize this is not the response you were anticipating but hope you can understand and respect our position. Please do not hesitate to contact me directly with any further questions or concerns.

Thank you,

John Hurd

Owner Relations Manager

REV Recreation Group

T: 541-681-8009

F: 541-681-8030



REVgroup.com



A NAVISTAR COMPANY

January 21, 2016

[REDACTED]
Greensboro, NC [REDACTED]

RE: WORKHORSE LEGACY CHASSIS

VIN: 5B4MGF7G47 [REDACTED]

Dear [REDACTED]

I am pleased to offer you this 1x goodwill assistance coverage on your Workhorse Custom Chassis, VIN: 5B4MGF7G47 [REDACTED], as it applies only to the following Meritor Wabco ABS & Parking Brake components only; ECU, HABS, SAHR Actuator, Travel Sensor, and Cable. Additionally towing will be covered up to \$450 if one of these stated components fails. This coverage will be honored for 3 years ending January 21, 2019 or 36000 miles whichever comes first.

Please note these parts and towing are not covered if the part (s) are damaged from accident, misuse, alteration or modification.

This goodwill coverage is not transferable to any other vehicle or subsequent owner of your vehicle, and shall be void if transfer is attempted.

Please keep this letter with your vehicle. Present it, along with the warranty information folder applicable to your chassis, to the Service Manager of the servicing Workhorse dealer. If questions arise regarding the goodwill repair coverage, the dealership should contact Workhorse Legacy Chassis at 248-680-7719.

Sincerely,

Dennis H Bloom
CSE Specialty Vehicles, Navistar, Inc.

Workhorse Legacy Chassis
1675 E Whitcomb Avenue
Madison Heights, MI. 48071



WORKHORSE CLASSICS
 1675 E. WAITLAND AVE
 MADISON HEIGHTS, MICH
 48071



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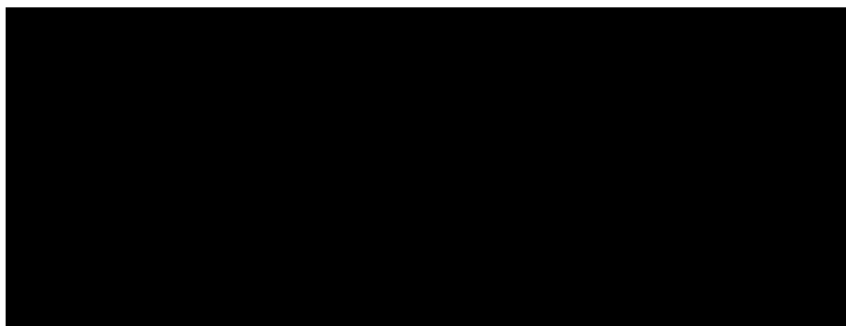
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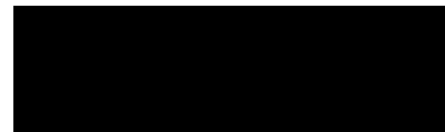
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Greensboro, N.C.



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~~WSS~~ W40-304

Dr. Mark R. Rosekind

personal

Administrator

National Highway Traffic Administration

1200 N. Jersey Avenue

Washington, D.C. 20590