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2004 NOV 22 AM 10:56
NWS 2884

ROCKFORD, IL

November 12, 2004

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Re: Workhorse Custom Chassis Recall Bulletin 50401-C

Dear Administrator:

I own a 2002 Dolphin Motor Home built on a Workhorse Custom Chassis, VIN 5B4MP67G823. On October 1, 2004, I received a safety recall notice from Workhorse regarding the brakes, Recall Bulletin 50401-C. I called Rockford Truck Sales (the only authorized Workhorse Custom Chassis facility in Rockford) and they gave me an appointment to bring the coach in for the repair on Monday, October 4, 2004 at 8:00 AM. After having the motor home all day, they told me to pick it up, because they had to order the parts for the repair from Workhorse.

I called Rockford Truck Sales repeatedly until October 22, 2004, when they told me to bring it in on October 27 and they would perform the repair on October 28, 2004. On November 1, 2004, they informed me that they still do not have the parts they need from Workhorse.

On November 2, 2004, I called Workhorse directly, and was told the problem is that they cannot get the brake parts from Bosch, the OE Manufacturer for the brakes. I continued to call Rockford Truck Sales, only to hear that they cannot get any repair parts from Workhorse.

On November 9, 2004, I called your office and talked to "Jose", who was kind and said he would file a report. He was nice enough to find a telephone number for Bosch (1-888-715-3616), but when I called, "Kim" told me I must call 1-800-867-7584, — but this number is only recorded messages and menu choices. I was unable to reach a human being. So I called Kim again and she said that is the only number to use and it will give me the number of a dealer who sells repair parts. She had no interest in my problem.

So I went to the internet and sent e-mail messages to everyone I could at any Bosch location. Finally, someone gave me the number (708) 885-6473 for Bosch Heavy Duty Braking Division. When I called there the lady couldn't believe that I had that number (apparently it is only for dealers) and she told me

copy to EMD
Jose
11/23/04

the recall is from Workhorse and I must deal with them.

The repair facility blames Workhorse, and says there are 2400 motor homes affected by the recall, all waiting for parts. Workhorse blames Bosch. Bosch won't help me because it is a Workhorse recall.

I would appreciate any help you can provide to resolve this issue.

Sincerely,

Enclosed: Copy of cover letter from recall packet



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MONDAY 10/4/04 - 8:00 AM

ROCKFORD TRUCK SALES 639-2040

VIN
5B4MP67G82

Dear Workhorse Custom Chassis Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to your vehicle. This may include changing one or more brake caliper assemblies.

A copy of the dealer bulletin 50481-C is provided with this letter so that you have complete information on this safety recall campaign.

REASON FOR THIS SAFETY RECALL CAMPAIGN

The defect involves brake caliper hanging in a partial apply position. A caliper in a partial apply position can get extremely hot causing severe damage to brake parts. The brake system anti-lock feature can be lost if the heat damages the anti-lock wheel sensor. Also, there could be a loss of brake performance.

WHAT MUST BE DONE

You should take your vehicle to your local Workhorse Custom Chassis dealer as soon as possible to complete the recall work at no charge to you. You may continue to drive your vehicle normally until the recall work is completed. However, if you notice that one or more brake calipers are overheated (smoking - or smell burned) or if the anti-lock electronic brake system dash warning light comes on and stays on (indicating anti-lock electronic system failure) have your vehicle checked at any authorized Workhorse Custom Chassis dealer immediately.

WHAT YOU MUST DO

Call your local Workhorse Custom Chassis Dealer and make an appointment to have the work done. The actual repair will take approximately 2.4 hours. Reference should be made to Recall Bulletin 50481-C and you should provide your vehicle identification number (VIN) to the dealer. Your dealer may have to order parts to perform the work on your vehicle.

If you have any questions or need assistance, please call Workhorse Custom Chassis Customer Assistance toll free at 1-877-946-7731.

It is recommended that you complete this safety campaign as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

If your dealer and Workhorse Custom Chassis are unable to correct this condition within a reasonable time, you may wish to contact Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 202-435-9398 (for Washington DC 202-366-8123)

We certainly appreciate your buying our product and truly regret the inconvenience that this recall may cause you.

890 Stephenson Highway
Suite 510
Troy, MI 48063-1174
Direct: 248.588.5300
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731

Workhorse Custom Chassis