

10115056

2005 11 17 - 7 00 12 37

[REDACTED]
Cincinnati, Ohio

[REDACTED]
Hudson, FL.
[REDACTED]

January 23, 2005

Dear Sir/Madam;

I need your help. According to January 2005 issue, "Recall Corner" Workhorse announced a recall for Chassis model Years 2001 thru 2003 of the W series gasoline powered chassis made between August 2000 and July 2002, with specific VIN numbers.

Although I have a 2000 Fleetwood Flair VIN# 5B4LP37J9Y3 [REDACTED], which is not covered by this recall I find it amazing that on April 12, 2004 my rear brake calipers locked up causing the brake pads to crystallize with only 5478 miles on the odometer, requiring me to discontinue my trip in Homestead FL. I was fortunate to see Blake Chevrolet a workhorse dealership only one block from where I had broken down and lost my brakes. I managed to limp into their service area and after three days and a cost of \$1591.17 the Calipers, brake pads and hoses were replaced and I returned home on April 15, 2004. I had purchased an extended warranty fortunately which paid \$745.86 toward my bill and I had to pay the remaining \$845.31.

I contacted the Consumer Assistance Center for Workhorse (copy attached) requesting some sort of satisfaction from them in that in July 2003, the front Brake pads, calipers, hoses, speed sensors were replaced with only 1488 miles on the odometer. This was done under Workhorse warranty.
I received a reply from Workhorse turning me down for consideration in that my warranty expired after three (3) years on October 11, 2003 although I only had 1488 miles on the vehicle. (copies attached).

Don't you think it is unusual that my vehicle which is so closely associated with the recall would be turned down for the same items that are covered in the recall!

Sincerely;

[REDACTED]

attachments
cc: Workhorse
NHTSA

NAR
CWA
3/8/05

TECHNICAL INQUIRIES

Beetle Mania

I want to tow a new Volkswagen Beetle with a manual transmission four wheels down. Are there any speed restrictions? What fuses or wires can be disconnected to stop the odometer and headlights?

TED SMOOK, F330084
RUTHER GLEN, VIRGINIA

When we have compiled our annual towing surveys in recent years, Volkswagen has indicated that it does not recommend towing any of its vehicles. The company hasn't given any indication as to why it has taken this stance. I know years back the old Beetle didn't track well, and those who chose to tow it had to put a bungee cord around the steering wheel and attach it to the underside of the seat to prevent wandering problems. You might check with Remco (800-228-2481) or some of the tow bar manufacturers to see whether they know of anyone who is successfully towing a new Beetle with a manual transmission. The bottom line, though, is that Volkswagen does not endorse the practice of recreational towing.

Automatic Parking Brake

Thank you for addressing the auto-park brake problem with such a great write-up ("Auto-Park Brake Questions," August 2004, page 24). I read the article with great interest since I am a past owner of a motorhome built on a P-Series chassis with the auto-park brake. I owned the motorhome for seven years without a problem with the brake. However, the motorhome did experience other problems. One was a front brake caliper lockup, which required the motorhome to be towed for service.

That brings me to the point of this letter. In the auto-park brake write-up, it was not mentioned what should be done if the motorhome needs to be towed. In our case, the tow truck operator hooked the motorhome up to the tow truck, picked up the front end, and moved the RV one to two feet forward so he could disconnect the driveshaft. When he loosened the last bolt, the driveshaft sprang out of the yoke (breaking it) and hit him in the chest hard. He may have suffered a cracked rib, but continued with the tow. I was told by another motorhomer that the same thing occurred to him.

For safety reasons, if you own a motorhome equipped with an auto-

continued

The "Technical Inquiries" column is coordinated by FMC technical editor Jim Daugherty. In addition, Bill Hendrix, F3015, and Ray Hobbs, F10175, serve as technical correspondents for the column. Questions may be addressed to "Technical Inquiries," FMC/National Office, 5231 Clough Pike, Cincinnati, OH 45244. We cannot accept phone calls. Questions may also be sent via e-mail to techinquiries@fmcna.com. Please include your name and address with your query. Because of the volume of letters received, it isn't always possible to draft individual responses, but representative samples will be published in the magazine. Letters that are chosen for publication in this column may be edited for space and clarity, and they also will appear on FMC's Web site: www.fmcna.com.

Recall Corner

Workhorse Custom Chassis has announced NHTSA recall 04V084000 which affects certain Workhorse W Series gasoline-powered chassis made between August 10, 2000, and July 29, 2002. The potential number of chassis affected is 10,235. These chassis were used by several motorhome manufacturing companies. To determine whether your coach is included in the recall, check the following vehicle identification numbers (VIN). Only the last eight digits of the full 17-digit VIN are given. All chassis involved have VINs that begin with 5B4.

Chassis model year 2001 — 13325068 to 13337849

Chassis model year 2002 — 23336034 to 23356051

Chassis model year 2003 — 33354476 to 33356806

On some W20 and W22 motorhome chassis built by Workhorse and equipped with Bosch zero offset pin slide (ZOPS) brake calipers, the caliper can hang in the partial apply position and cause the brake pads to drag on the rotor surface. Overheating may occur, causing damage to the brake components and affecting braking performance. The problem also could cause the brake system's antilock features to be lost if the heat damages the antilock wheel sensor.

Authorized Workhorse Custom Chassis dealers will repair the brake caliper and inspect the brake system. Repair is expected to take approximately four hours. However, because of service scheduling times, the service center may need the vehicle for a longer time period.

For more information about this recall, contact Workhorse at (877) 946 6773. Owner notification began in August 2004.

HARBERSON SWANSTON, INC.
2112 US HWY 19 NO.
HOLIDAY FL
USA
34691
727-937-6176

CUSTOMER WORK ORDER # 20747

Invoice #: [REDACTED]
Author: PS
Stock No: 3759C
Year/Make: 2000 A FLEETWOOD FLAIR
Model: 32
Serial No: 732VY5232308
Chassis No: 5B4LP3719X
Key No: [REDACTED]
Location: IN HOUSE
Regn No: [REDACTED]
Warr. Date: 11 OCT 00

Customer: [REDACTED]
Address: [REDACTED]
HUDSON, FL.
[REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Purchase Date: 27 JUN 03
Date In: [REDACTED]
Promise Date: [REDACTED]
Schedule Date: [REDACTED]
License No: WH
Trim: A
Promise Time: [REDACTED]

Job # Description JOB INFORMATION

- 1 [REDACTED]
- 2 C/S STEERING WHGEEL SLOPPY AND LOOSE
DURING TRAVEL. COACH WANDERS BACK AND
FORTH.
VERIFIED AIR PRESSURE AND TEST DRIVE
O.K. RELATED TO JOB 1
- 3 C/S CLUNKING AT FRONT END DURING HARD
RIGHT AND LEFT TURNS.
COULD NOT DUPLICATE DURING TEST DRIVE
- 4 C/S OUTSIDE SHOWER BROKEN.
INSTALLED NEW SHOWER HOSE
- 5 C/S BLACK TANK HAS BEEN DUMPED BUT
STILL READS FULL.
INSTALLED NEW TANK PROBE
- 6 C/S FRONT ROOF A/C SHEDS WHEN IT IS THE



AGW - AGW Holdings Company

May 7, 2004

[REDACTED]
Whispering Pines Village
Hudson, FL [REDACTED]

Dear [REDACTED]

First of all, I would like to thank you for selecting a Workhorse Custom Chassis for your new motor home. Workhorse Custom Chassis is a company that strives to produce a world-class product. I trust the rest of your journeys will be problem free.

Workhorse Custom Chassis warranty covers the chassis for any defects related to the materials or workmanship for 3 years or 36,000 miles, which ever comes first. The motorhome warranty is no longer effective as of October 11, 2003. Since your warranty is not in effect with WCC the brakes are considered to be maintenance. We will be unable to fulfill your request for reimbursement. Workhorse Custom Chassis encourages you to review your Warranty and Owner Assistance Information booklet supplied with the new coach.

In closing I would once again like to apologize for the problems you experienced with your new Workhorse Custom Chassis. In the future if you should experience any problems, please don't hesitate to call our roadside assistance at 1-877-946-7731.

Sincerely,

Debra Anderson

Debra Anderson
Reimbursement Coordinator
Workhorse Custom Chassis

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

File No. Y3317073

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).