



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
2005 SEP 23 AM 5:43
28-AUG-2005

Repository

Reference No.
10134632

OWNER INFORMATION (Type or Print)

Name
Address
City SARASOTA State FL Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner Date 9/12/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5B4MP37G421

Make FLEETWOOD Model BOUNDER Model Year 2002

Date Purchased 04-SEP-02 Dealer's Name and Telephone Number TOM JOHNSON CAMPING CENTER 829-724-4106 Engine: No. Cylinders 8 Fuel Type: Gas

Original Owner Dealer's City MARION State NC Zip Code 28752

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE

Vehicle Component Code 034510 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26 JUN 2003 9 JUL 2003 Failure Message 2990 Failure Speed 15 2ND 8/10/2004 REAR BRAKES 3RD 8/31/2005 FRONT BRAKES

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/68R16)

DOT No. (Example: DOTM183ABC036) Original Equipment Prior Repair Failure Location:

Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: THE CONSUMER RECEIVED NHTSA RECALL 04V184B00 CONCERNING BRAKE CALIPERS ON 2002 FLEETWOOD BOUNDER IN OCTOBER OF 2004. THE CONSUMER WAS HAVING PROBLEMS WITH BRAKES STARTING IN JUNE 2003. THE CONSUMER HAD THE BRAKES FIXED UNDER WARRANTY. THE RECALL WORK WAS DONE ON AUGUST 10, 2004, BUT THE OWNER HAD NOT RECEIVED RECALL NOTICE AT THIS POINT. HE WAS GIVEN INFORMATION ABOUT THE RECALL FROM THE DEALERSHIP. THE CONSUMER CALLED DEALERSHIP BACK AND TOLD HIM THAT RECALL WORK NEEDED TO BE DONE. THE CONSUMER WAS INFORMED BY THE DEALER THAT RECALL WORK HAD ALREADY BEEN DONE. THE CONSUMER INSISTED THAT ONLY THE REAR BRAKES WERE FIXED, AND THAT WAS WHEN THE CONSUMER RECEIVED INFORMATION FROM DEALER ABOUT THE RECALL AND TO CALL THEM IMMEDIATELY. THE CONSUMER CALLED DEALERSHIP AND WAS TOLD THAT THE WORK HAD BEEN DONE AND THAT WAS ALL THAT WAS REQUIRED. THE CONSUMER QUESTIONED DEALERSHIP ABOUT THE FRONT BRAKES, AND THEY WOULD NOT GIVE HIM AN AUTHORIZATION TO TAKE CARE OF THEM. WHILE THE CONSUMER WAS DRIVING THE FRONT BRAKES WERE SMOKING FROM THE CALIPERS AND ALMOST CAUGHT ON FIRE. THE CONSUMER WAS WAITING ON THE TOW TRUCK TO PICK UP THE VEHICLE. THE DEALER DID NOT KNOW WHEN THE PARTS WILL BE AVAILABLE, MEANWHILE, THE CONSUMER WAS STUCK IN A DIFFERENT STATE, AND WASH UPSET WITH MANUFACTURER FOR NOT FIXING THE VEHICLE THE FIRST TIME. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Involes. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Mileage

1)	July 9 2003	REAR BRAKE FAILURE	(CALIPER LOCK-UP)	8990
2)	Aug 10, 2004	"	" " "	8568
3)	Aug 31, 2005	FRONT	" " "	11913

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 400 Seventh St., S.W.
 Washington, D.C. 20590

Official Business
 Penalty for Private Use \$300

70

Enclosure



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
 FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 Office of Defects Investigation, NVS-216
 400 7th Street, SW
 Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
 (DASH) 2 DOT



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Vehicle
Purchase Date 9/4/02



ODI # 10134632

VIN Information

Close Window VIN Lookup

VIN:	Model/Wheelbase: P32022 /	Order #: 53516	Bill Code: 58193	Bill To: FLEETWOOD PENNSYLVANIA, ROUTE 487 RFD #1, PAXINOS, 17860
Delayed Mileage: 645	Warranty Start Date: 4-22-2002 9/2/02	Vehicle Application: Motor Home Chassis	Retail Outlet: Tom Johnson Camping Center	Alignment Certificate Required: No
Customer Name: FLEETWOOD PENNSYLVANIA	Order Date: 3-6-2002	Build Date: 4-22-2002	Ship Date: 4-22-2002	E #: E1008372
GVWR: 20700	GVWR: 7500	GVWR: 13500	Retail Phone No: 828-724-4105	
Total Ship Wt: 8174.952324	Front Ship Wt: 3370.745	Rear Ship Wt: 2804.207		
Front Tire: 245/70R18.5F	Front Rim: 18.5X8.7	Front Tire Pressure: 85		
Rear Tire: 245/70R18.5F	Rear Rim: 19.5X8.7	Rear Tire Pressure: 90		
Axle: 652801734083SHN00734083	Suspension: 63002609910202	Engine: 10XPH T204090162	Emissions: 81CPU	Transmission: 1S8310206622
Steering: 35TND SEC0311002	Drac:	ECM:	ABS: 820254K00005198	

Open Campaign Information (Click campaign Number for details)
There are no open campaigns for this vehicle

Completed Campaign Information
Boach Brake Calipers

Current Owner Information:

First Name: Carl M.	Last Name: Taylor	Address: 2356 Riviera Dr, Sarasota, FL 34232USA	Fleet Name:
Business Name:	Spouse:	Contact Number: 941-925-4665	Asset Number:
Second Owner: No	Entered By: WHAdmin	Date Entered: Oct-04-2002	Late Purchase: No
Date Of Purchase: Apr-22-2002	Mileage At Purchase: 645		

Options:



GVW A GVW Holdings Company

Carl Taylor ODI # 10134632
VIN#
DATE
CURRENT MILE

WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN

BULLETIN NO.: 50401-C **July, 2004**
BULLETIN TYPE: CAMPAIGN-SAFETY
SUBJECT: Bosch Brake Calipers
MODELS: Certain 2001, 2002, and 2003 Workhorse W series Motorhomes

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.

The defect involves a brake caliper hanging in a partial apply position. A caliper in a partial apply position can overheat, causing damage. The brake system anti-lock feature may be lost if heat damages the anti-lock wheel sensor. There could also be a loss of brake performance.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to involved vehicles.

VEHICLES INVOLVED

All W series motorhomes built between August 10, 2000 and July 29, 2002 are involved. The VIN range is as follows: (Last 8 digits of 17 digit VIN starting with 5B4)

Model Year 2001—13325068 to 13337849

Model Year 2002—23336034 to 23356051

Model Year 2003—33354476 to 33356806

OWNER NOTIFICATION

Workhorse Custom Chassis will notify retail owners on this campaign as owner data becomes available. Owners will be requested to make an appointment and take their vehicle to a Workhorse dealer to apply the Bosch remedy.



CARA
DAVE

ODI#

Main Menu

10134638

VIN Repair History

Enter the VIN: (use last six digits only)

Find It

The following Repairs are found for VIN: 5B4MP67G423 [REDACTED]

Repair Order No : 2723 Repair Date: Jul-09-2003 Mileage: 2990 Date Submitted: Jul-26-2003
Submitted By: 09-1-36

Labor Code: H0043-: Pads, Disc Brake - R&R or Replace - REAR

Cause: CALIPER

Complaint: BRAKES DRAGGING

Correction: REPLACE PADS

Other Charge: Non-Workhorse Parts - PRICE CHANGE IN COMPUTOR

Part: W6610906 - PAD KIT-BRAKE(4PADS/KIT)

Labor Code: H0091-: Caliper assembly - R&R or Replace - REAR LEFT

Cause: CALIPER

Complaint: LT REAR BRAKE DRAGGING

Correction: REPLACE CALIPER

Part: W8000348 - CALIPER ASM,FRT BRK

Labor Code: H0131-: Rotor assembly - R&R or Replace - REAR LEFT

Cause: CALIPER

Complaint: BRAKES DRAGGING

Correction: REPLACE ROTOR

Other Charge: Freight on Purchased Parts - freight to return rotor to tom lincoln at warranty dept

Part: W8000486 - ROTOR-FRT/RR;MAGNETICOTED

Labor Code: H2415-: Sensor, Wheel speed - Replace - REAR LEFT

Cause: SENSOR

Complaint: ABS LIGHT ON

Correction: REPLACE SENSOR

Part: W8000283 - REAR SENSOR (SEE NOTES)

Repair Order No : 36.117690 Repair Date: Aug-10-2004 Mileage: 8568 Date Submitted: Aug-26-2004
Submitted By: Other Dealer

Labor Code: D9910-: Road test the vehicle

Cause: CALIPER STICKING

Complaint: RIGHT REAR BRAKES LOCKED UP

Correction: PERFORMED SERVICE CAMPAIGN 50401-C, TEST DROVE TO ENSURE PROPER BRAKE OPERATION

Labor Code: T5002-: Open T-Operations: Reach Brake campaign 50401-C

Done!!!

ECF

THANK YOU
923-763-9998
Logistics LEASING
888-243-9378

NO FT BR INSP?

**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).**