

NHTSA ccmMercury Routing Slip



Printed: 2/23/2007

NHTSA #: ES07-001198

XREF #:

Delivery: EXP

Rec'd Date: 2/23/2007

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 2/6/2007

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FM [REDACTED] CLAIM ABOUT RECALL CAMPAIGN WORK WHICH WAS NOT PROPERLY COMPLETED AND PUT HIM IN PRECARIOUS SAFETY SITUATIONS AND COST HIM MONEY; HE WOULD LIKE A FURTHER REVIEW VIN 5B4MP87G423 [REDACTED] 2002 WORKHORSE CHASSIS

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TMCKINNEY x62870

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By: TAMMY.MCKINNEY

Signed For:

Cleared For:

Closed Date: 2/23/2007

Most Recent Comment

Author:

CL-10183758-1346

LINCOLN, NE [REDACTED]

Tel: Fax: E-mail:

Assigned To	Task	Assign Date	Deadline	Returned Date
NVS-200	APPROPRIATE	2/23/2007		2/23/2007
NVS-010	INFORMATION	2/23/2007		2/23/2007

2007 FEB 23 10:40
AD Group

aa
2/26/07
CC

February 6, 2007

Alan Stegich
Workhorse Custom Chassis
850 Stephenson Hwy., Ste. 510
Troy, Michigan 48083-1174

Re: VIN 5B4MP67G423 [REDACTED]
2002 Workhorse Chassis (Fleetwood Pace Arrow)

Dear Workhorse:

I am very frustrated with the way my claim has been handled by Workhorse to date. The November 20, 2006 'determination' authored by Debra Anderson and the subsequent 'review' dated December 5, 2006 by Alan Stegich both fail to address the underlying issue of my claim.

Specifically, my claim is NOT about warranty work on my vehicle; it IS about Recall Campaign work which was not properly completed and put me in precarious safety situations and cost me money. The failure to fully and properly perform the recall work in October 2004 caused the exact damage that the Recall Service Bulletin #50401-C warned of: "The defect involves brake caliper hanging in a partial apply position . . . get extremely hot causing severe damage to brake parts."

My claim is strictly about the Recall, and has nothing to do with the general warranty of the vehicle. It is quite clear from the form letter format of each of your letters above that the details of my claim were not examined in the proper context. I find it interesting, too, that a review of my claim was made by Mr. Stegich without allowing me any further input to clarify the errors I detect in Ms. Anderson's analysis of my claim.

ES07-001198

Therefore, her mistaken warranty defense is simply repeated by Mr. Stegich.

I believe I need to be fairly treated in this matter. The folks at Oregon RV and Truck Repair examined my brakes and fully corrected the brake issues but also pointed out to me that the original recall work was not done correctly or completely. You directed me to Oregon RV and Truck for service so these are not 'my guys' saying the cause of my cracked rotors was the excessive heat build up from the original calipers not being properly replaced during the original recall campaign service of October, 2004.

I have attached a copy of my original claim and its attachments, a copy of the November 20, 2006 "Determination" and a copy of the December 5, 2006 "Review" for your reference.

I request that this claim be further reviewed, not as a warranty claim, but as an incomplete Recall Campaign service issue.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

Cc: Administrator, National Highway Traffic Safety Admin.
400 Seventh Street, SW
Washington, DC 20590

Cc: Barry Long, Workhorse
7713 S. Brighton Way
Salt Lake City, UT 84121



A NAVISTAR COMPANY

December 5, 2006

Lincoln, NE [REDACTED]

Dear [REDACTED]

Per your request, I have reviewed your file further; unfortunately, our position remains the same. The warranty period for your chassis is 3 years or 36,000 miles which ever occurs first. According to our records, your warranty period expired on August 30, 2005. The repairs you are requesting for reimbursement occurred after the warranty had expired.

It is proper maintenance to have your brake system checked yearly for proper operation. Workhorse recommends a yearly maintenance check on your chassis brake system. This includes pin slide lubrication, linkage operation and brake performance. If the pins are not properly lubricated they can hang up causing overheating. This is most important after extended storage. For example if unit is stored for a long time outside in a grassy area, the calipers can rust causing them to hang up. Also improper braking such as riding the brakes and improper use of the brakes on long grades can also cause overheating. For these reasons, Workhorse Custom Chassis is unable to grant your request for reimbursement.

In closing, I would like to thank you for providing us the opportunity for this final review.

Most Sincerely,

A. Stegich

Alan Stegich
National Service Director

File No. 23352802

850 Stephenson Highway
Suite 310
Troy, Michigan 48063-1174
Direct: 248.588.5300
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com



November 20, 2006

██████████
██████████
Lincoln, Nebraska ██████████

Dear ██████████

We have reviewed your request and have determined that your unit is way past the warranty. Our records show that Campaign 50401-C was properly performed on your vehicle defined by the Bosch remedy outlined in the campaign bulletin. Please be aware that the warranty period for your chassis is 3 years or 36,000 miles, which ever occurs first. According to our records, the warranty period for your vehicle expired on August 30, 2005, which would indicate that the warranty had actually expired prior to the repair for which you are seeking reimbursement.

It is proper maintenance to have your brake system checked yearly for proper operation. Workhorse recommends a yearly maintenance check on your chassis brake system. This includes pin slide lubrication, linkage operation, and brake performance. This is most important after extended storage. If the pins are not properly lubricated, they can hang up causing overheating. Improper braking such as riding the brakes and improper use of the brakes on long grades can also cause overheating.

Also, you may need to review how you or other drivers use the brakes. A driver should never use the brake pedal as a foot rest as this can result in a slight brake apply which can quickly overheat the brakes. When braking on long downhill grades, never apply the brakes for more than 15 seconds at a time. Use the brakes heavily for about 15 seconds to bring down vehicle speed such that a lower gear can be selected. A light brake pedal for a long period of time on a downgrade can drastically overheat the brakes.

If your unit is stored for a long time (3 months or more) outside in a grassy area, the calipers can rust (on any vehicle) causing them to hang up. Another possibility is running dirt roads and getting the calipers contaminated to the point that they hang-up and overheat. Since, the repairs are considered as maintenance we are unable to reimburse you for the repairs performed on your motor home.

850 Stephenson Highway
Suite 510
Troy, Michigan 48063-1174
Direct: 248.588.5900
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com



A NAVISTAR COMPANY

In closing, I would like to thank you for investing your time to write and allowing me the opportunity to address your concerns. I trust the rest of your journeys will be problem free.

Most Sincerely,

Debra Anderson
Reimbursement Coordinator
Workhorse Custom Chassis

877-246-7731

EXT 243

File No.00007075

850 Stephenson Highway
Suite 510
Troy, Michigan 48063-1174
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Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com

Workhorse Chassis
Attn: Warranty Claims
850 Stephenson Hwy., Ste. 510
Troy, MI 48083

RE:

Owner: [REDACTED]

VIN: 5B4MP67G42 [REDACTED]

Vehicle: 2003 Fleetwood Pace Arrow on a 2002
Workhorse Chassis

Dear Workhorse:

Now after over four years and 50,000 miles on my Workhorse W22 chassis, I finally feel I have a substantial brake system. I've traveled long roads to get to this point. I have a 2002 (chassis) on my 2003 Pace Arrow motorhome and I RV full-time. I have had no confidence in my brakes from the date of purchase, not even after the recall and partial replacements made in October 2004.

THE PURPOSE OF THIS LETTER IS TO REQUEST REIMBURSEMENT FOR THE COSTS ASSOCIATED WITH REPLACING BRAKE PADS, ROTORS, SEALS FOR A SECOND TIME ON JULY 24, 2008, A TOTAL OUT-OF-POCKET COST TO ME OF \$1,276.03 AT STEPHENSEN TRUCK REPAIR, LINCOLN, NEBRASKA, AN AUTHORIZED WORKHORSE SERVICE CENTER, AND THE COSTS ASSOCIATED WITH MULTIPLE REPAIR/REPLACEMENTS OF THE ABS SENSOR ON THE DRIVER FRONT WHEEL OF \$205.55 (\$118.80 PLUS \$88.95), ALL DOCUMENTED AND SET FORTH IN DETAIL BELOW.

A chronology of my brake part replacements and repairs follows (please note, your records should reflect each of these transactions as well, since I was dealing only with service centers recommended by Workhorse Service Representatives via your 800 number throughout):

Oct 7, 2004 - Service Bulletin #50401-C is completed (with the exception of the replacement of the Caliper Kit (W8001531)) at Stephenson Truck Repair, 4201 Industrial Avenue, Lincoln, Nebraska which included the replacement of guide pins, guide pin boots, rotors, and brake pads on all four wheels. I was told and I saw that the rotors were cracked on all four wheels, and the brake pads were worn to 40%. NOT done was the replacement of the Bosch calipers, apparently at the discretion of the technician. The Service Bulletin provides, "Replacement of the Caliper kit (W8001531) and Guide Pin Kit (W8001536) will be determined by the technician inspection outlined in the Bosch remedy. A particular vehicle may require none or all four of these kits." According to my Oct

7 2004 Invoice "Calipers = OK Needs pin recall performed". Mileage on my vehicle was 29,960.

July 17 & 24, 2006 – Stephenson Truck Repair, Lincoln, Nebraska did my requested 50,000 mile check of the vehicle, and I specifically requested that they re-inspect the brakes, rotors & pads because I was not feeling safe during stops with the motorhome. They found all four rotors were again cracked, and brake pads were down to 45% of useful life. I paid \$1,276.03 for the replacement of all four rotors and brake pads because the area manager for Workhorse determined sight-unseen that I "must be riding the brakes." Since it was not covered under warranty, Stephenson Truck Repair did not keep the bad rotors, pads, etc. After this servicing, I began my cross-country trip to the west coast.

July 31, 2006 – ABS warning light stays on. A call to Workhorse Service Rep gets me an appointment with Halladay Motors, Inc., 2100 Westland Road, Cheyenne, Wyoming who determines that the front driver-side sensor is loose. \$116.60 is charged for the "adjustment" made. I continue to experience fear of braking ability due to noise and vibration but their technician didn't think it's was a problem. Brakes pull left during last 15-25 feet of stop, don't grab and chatter as well.

Aug 8, 2006 – ABS warning light comes on and stays on. A call to Workhorse Service Rep gets me an appointment with Butte GM Auto Center, 3900 Harrison Avenue, Butte, Montana who determines that front driver-side sensor is defective. They replace sensor under my extended warranty, out-of-pocket cost to me is \$88.95. I continue to experience fear of braking ability. Brakes still pull left during last 15-25 feet of stop, don't grab and still chatter. After a test drive, they said "No codes and no leaks – OK"

Sep 19, 2006 – ABS warning light comes on and stays on. A call to Workhorse Service Rep gets me an appointment with Oregon Truck and RV Repair, 6477 Crater Lake Hwy., Central Point, Oregon who determines that left front sensor is loose causing ABS warning. Upon further inspection and discussion with Workhorse area manager, they replace all four Bosch calipers (Caliper Kit (W8001531) and replace the Guide Pins (W8001536), and replace Guide Pin Boots (W8001533) per the Service Bulletin #50401-C. The technicians told me the wrong pins were installed in the July 2004 recall and, and furthermore, and most importantly, that the calipers were not replaced at all in the Oct 2004 recall. The technicians further advised me that they would never perform Service Bulletin 50401-C on any vehicle in their shop without replacing the calipers. They said my brake pads and rotors show no sign that I "ride the brakes" as claimed in July, 2006 by the area manager, even after having just driven from Lincoln, Nebraska indirectly to Central Point, Oregon, a distance of over 3,000 miles including traversing over the Rocky and Cascade Mountain ranges. They advised riding the brakes leaves distinct and visible indicators which were not present on my rotors or pads.

After the replacement of the calipers, guide pin boots, and guide pins in Oregon in September 2006 (the \$1,453.66 cost covered by Workhorse under warranty), my motorhome finally feels like it brakes safely and securely!

I write this letter to make claim for reimbursement of the monies I have spent since the Sep 2004 Service Bulletin #50401-C service in Lincoln, Nebraska specifically in connection with the affected ABS sensors and Bosch brake systems. I am the first to admit that I am not a mechanic. I would not know a brake guide pin from a hair pin. I relied upon Workhorse Custom Chassis Service Reps to refer me to qualified service centers to professionally handle the safety recall and completely effectuate needed repairs to the brake system. All persons dealing with my brakes from October 2004 through September 2006 were Workhorse Authorized Service Centers. I do not believe I should have to pay for the July 2006 costs for new rotors, new brake pads, and associated labor nor the ABS sensor repairs/replacement because the full series of kits pertaining to Service Bulletin #50401-C were not used as they should have been on my vehicle in October 2004.

I hereby make demand for reimbursement of the \$1,276.03 for the July 2006 work, as well as the \$89.95 and \$116.60 spent on ABS warning light adjustments/replacement paid by myself between July 2006 and September 2006 when these issues were finally correctly resolved.

For the record, I have an overall favorable opinion of my Workhorse chassis. Prior to this motorhome, I owned and drove full-time a 1999 Bounder on a Ford V-10 chassis putting on over 50,000 miles with no brake issues. On the whole, I find the Workhorse chassis to be far superior except for the heretofore persistent brake issue. I trust the brake issue is now fully resolved and that I can continue my trips in a safe and less-fearful manner.

Thank you for your prompt consideration of this claim. I have attached copies of all paperwork I was given at the conclusion of each of my service center visits noted above.

Sincerely,


Lincoln, Nebraska


cc: Leach Camper Sales
Lincoln, Nebraska



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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.



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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 50401-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 small 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 50401-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 1-877-846-7751.

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 800-424-9393 (for Washington DC 202-366-8123).

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

8501 Stephenson Highway

Box 530

Ypsilanti, MI 48063-1174

Direct: 248.368.5500

Toll Free Sales: 877.254.6773

Toll Free Service: 877.246.7751

Facsimile Sales: 248.368.7951

Facsimile Service: 248.588.6978

Workhorse Custom Chassis

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