



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

400 Seventh St., S.W.
Washington, D.C. 20590

MAR 6 2007

[REDACTED]
[REDACTED]
Lincoln, NE [REDACTED]

NVS-216drd
Ref. # 10183758

Dear [REDACTED]

Thank you for your correspondence dated February 6, concerning the problems you encountered with the Workhorse W series chassis built with Bosch brake calipers on your Model Year (MY) 2002 Fleetwood Pace Arrow motorhome. Your correspondence was received by the National Highway Traffic Safety Administration (NHTSA) on February 23.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

After speaking with a representative from Stephenson Truck Repair in Lincoln, Nebraska, it was determined that the Bosch brake calipers on your MY 2002 Fleetwood motorhome were not replaced because there was no corrosion detected on October 7, 2004. The instructions of the recall state that the calipers are to be replaced only if corrosion is found at the time of inspection. It was also determined that owners are entitled to one remedy and reimbursement for repairs completed prior to being notified of a recall campaign. There is no ruling under the Safety Act that entitles an owner to receive reimbursement for post-remedy repairs. Unfortunately you have no recourse under NHTSA regulations. While NHTSA does not have the resources to intervene in individual disputes between owners, dealers, or manufacturers, if further assistance is needed, please contact Ms. Cynthia Glass, Acting Chief, Correspondence Research Division at 202-366-5211.



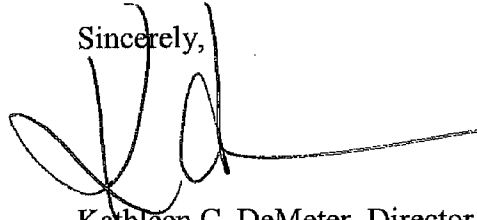
VEHICLE SAFETY HOTLINE
888-327-4236

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If you wish to pursue this matter further, you may consider contacting your local Consumer Protection Agency, Better Business Bureau in Lincoln, Nebraska at 1-800-649-6814, or the Nebraska Office of Attorney General regarding your problems.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. DeMeter', with a long horizontal flourish extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Office of Enforcement