



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

19-MAR-2007 7:41

Reference No.  
10185555

**OWNER INFORMATION (Type or Print)**

Name

Address

City

LINCOLN

State

IL

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, please print your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 4/15/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
5R4MP67G013

Make  
WORKHORSE

Model  
W20

Model Year  
2001

Date Purchased  
JULY-2001

Dealer's Name and Telephone Number  
STOUT'S RV SALES INC. 317-881-7670

Engine:  
No: Cylinders 8

Fuel Type:  
Gas

Original Owner  
☒

Dealer's City  
GREENWOOD, IN. 46143

State  
IN

Zip Code  
46143

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
REAR WHEEL DRIVE

Vehicle Component Code  
036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 3

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
01-MAR-2007

Failure Mileage  
41000

Failure Speed

BRAKES SEIZED UP FOR THE THIRD TIME

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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).

TL\* THE CONTACT OWNS A 2001 WINNEBAGO. THE CONTACT SMELLED SOMETHING BURNING, AND STATED THAT THE BRAKES WERE DRAGGING. THE MANUFACTURER REPLACED THE BRAKE PADS, ROTORS, AND ABS. THE CONTACT LATER RECEIVED A RECALL FOR THE BRAKES. THE MANUFACTURER INSTALLED A BRAKE REPAIR KIT ON 11/4/04, BUT THE VEHICLE BEGAN TO EXPERIENCE THE SAME BRAKE FAILURE AND BURNING SMELL. THE CONTACT HAS THE REPAIR INVOICE FROM THE RECALL. THE FAILURE MILEAGE WAS 41000. \*AK

THIS IS A MANUFACTURE DEFECT THAT RELATES TO  
HIGHWAY SAFETY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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 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.



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Cynthia Glass, Acting Chief  
Correspondence Research division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



VEHICLE SAFETY HOTLINE  
888-327-4236

4/5/07

Dang

I appreciate you calling me. It was a real pleasure talking to someone that knew what my brake problems are.

I knew by talking to you that you had some mechanical experience and that you knew what this complaint is about.

If you need more info call me.

Phone

Cell



GVW A GVW Holdings Company

1 888-327-4236

KIM

CONF # 10185555

James Levi

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 vehicles equipped 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 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 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 1-877-946-7731.

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 800-424-9393 (for Washington DC 202-366-0123)

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

188-327-4236 KIM

CONF #

10185555

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

Facsimile Sales: 248.588.7931

Facsimile Service: 248.588.6978

Workhorse Custom Chassis



GVW A GVW Holdings Company

## 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

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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.

Bosch Model Inspection Protocol  
ZOPS Hydraulic Disc Brake Field Remedy  
For 2x66mm Front & Rear Application Use Only

**IMPORTANT:**

**This service procedure applicable ONLY for Workhorse Custom  
Chassis recall Number 50401-C  
NHTSA Recall No. 04V-084**

**Index**

|                                                                             |           |
|-----------------------------------------------------------------------------|-----------|
| <u>Inspection procedure "tools and supplies needed" table</u>               | <u>2</u>  |
| <u>Important notes and reminders</u>                                        | <u>3</u>  |
| <u>Cautions and warnings</u>                                                | <u>3</u>  |
| <u>Determination if the vehicle is subject to this recall protocol</u>      | <u>4</u>  |
| <u>Vehicle preparation</u>                                                  | <u>4</u>  |
| <u>Caliper identification (Bosch OE, remanufactured, or other supplier)</u> | <u>4</u>  |
| <u>Caliper Inspection and repair instructions</u>                           | <u>5</u>  |
| <u>Anchor plate inspection and repair instructions</u>                      | <u>11</u> |

**Appendix**

|                                         |           |
|-----------------------------------------|-----------|
| A. <u>Caliper replacement procedure</u> | <u>17</u> |
|-----------------------------------------|-----------|

**- Read Complete Procedure Before Starting First Inspection -**

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).