



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

Repository ☐

15-AUG-2007

2007 SEP 18

Reference No.

PN 1296476

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City PURUE

State IN

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

In the absence of [REDACTED] provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 09/03/07

VEHICLE INFORMATION

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

5B4MP67G94 [REDACTED]

Make

NEWMAR

Model

MOUNTAIN AIRE

Model Year

2004

Date Purchased
17-OCT-03

Dealer's Name and Telephone Number
HART CITY

Engine:

No: Cylinders 22

Fuel Type:

Gas

Original Owner

☒

Dealer's City
ELK HART

State

IN

Zip Code

46517

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-JUN-2007

Failure Mileage
31703

Failure Speed
0

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 2004 NEWMAR MOUNTAIN AIRE, MODEL NUMBER 3778. WHEN THE CONTACT TOOK HER VEHICLE IN FOR SCHEDULED MAINTENANCE, THE DEALER STATED THAT ALL FOUR ROTORS WERE CRACKED ON THE OUTSIDE. THE DEALER STATED THAT THE FAILURES WERE CAUSED BY HEAT. THE TECHNICIAN STATED THAT THEY HAVE NEVER SEEN ROTOR FAILURE OF THIS MAGNITUDE AND COULD BE DUE TO A MANUFACTURER DESIGN FLAW. THE MANUFACTURER STATED THAT THE FAILURE COULD HAVE BEEN CAUSED FROM HER HUSBAND'S DRIVING. THE CONTACT STATED THAT WAS IMPOSSIBLE BECAUSE THERE WOULD HAVE BEEN MORE DAMAGE TO THE COMPONENTS. THE ENGINE SIZE WAS UNKNOWN. THE CURRENT MILEAGE WAS 32,600 AND FAILURE MILEAGE WAS 31,703.

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.

Owner's Name: [REDACTED]
Vehicle Description: 2004 Mountain Aire Gas Motor Home
Model Number: [REDACTED]
Purchase Date: October 17, 2003
Mileage on June 6, 2007: 31,703 miles
Coach Number: [REDACTED]
Vehicle Identification Number: 5B4MP67G94 [REDACTED]

On June 6, 2007, we took our motor home to Bremen Ford, Bremen, Indiana for routine maintenance, including tire rotation, balance and alignment. At that time, we were advised that all four rotors on the motor home were severely cracked and needed to be replaced at the cost of [REDACTED]. The pads were not worn or discolored. No evidence of overheating was discovered and there was no evidence of unusual wear or tear on any of the brake parts other than the cracked rotors. No other parts of the braking system required maintenance, repair or replacement. Workhorse was notified and they indicated that the warranty on the motor home had expired. We proceeded with the work as recommended by Bremen Ford.

Given the history of having our motor home routinely serviced by Workhorse recommended Certified Service Providers and the usual life of rotors being 100K or more miles and being turned two or more times before requiring replacement, the failure of the rotors at 31k miles brings into question the quality of the manufacturing and materials of these original parts. We have consulted several independent brake specialists who all indicate it is their opinion that the rotors should not have failed at 31,703 miles.

Our major concern is that we were driving on cracked rotors without any warning signs that our brakes required service and we could have potentially had a fatal accident. There is also the concern that other rotors in service could be defective as well.

As indicated above, we notified Workhorse, who denies responsibility due to the recent expiration of the warranty. Bremen Ford provided Workhorse engineers with photographs of the cracked rotors. We would be happy to provide one of the actual rotors, if necessary, in order to determine if the metal is indeed defective or if a manufacturing defect is responsible for the premature failure of this critical braking component.

We request an acknowledgement that there is a problem with the original rotors and compensation for the same.

We would also like to bring to the attention of Workhorse our concerns about the quality of the routine maintenance and inspection services provided by Workhorse recommended Certified Service Providers.

We were notified by the Workhorse Area Manager, Sandy, on June 6, 2007 that there was no record of routine maintenance having been performed on the braking system. This was completely unexpected as we have been very diligent in having our scheduled routine service performed by Certified Workhorse Service Providers as per pages 5-30 through 5-32 of the Workhorse Custom Chassis Owner's Manual (Owner's Manual) with

the exception of the owner performing routine lube oil and filter maintenance. During these visits (which occurred within reasonably close mileage or time periods as suggested by the manual), we assumed that the routine maintenance and inspection schedule was being performed. Based on the footnotes to the "Long Trip/Highway Scheduled Maintenance - Gasoline Engines" on page 5-29 of the Owner's Manual, we noted reference to the only specified "Brake System Inspection" details on pages 5-91 which were prefaced in "Part C: Periodic Maintenance Inspections" with the following instructions:

"... You should let your dealer's service department or other qualified service center do these jobs. Make sure any necessary repairs are completed at once.

Proper procedures to perform these services may be found in a service manual..."

Based on these specified directions, we believed we were honoring our responsibility as owners of having qualified service centers perform routine maintenance and inspection.

We did receive a copy of the service manual schedule on June 6, 2007 from Bremen Ford which indicated "13 Inspect & Lubricate Chassis Brake System" should have been performed every 12mo/12k (ie 12mo/12k, 24mo/24k, 36mo/36k, etc.) and "23 Brake Fluid Change" should be performed every 24mo/24k (ie 24mo/24k, 48mo/48K, etc.) Given the fact that the service provider obviously has this information available for their reference when performing routine maintenance, it seems reasonable that they would actually provide the recommended services as a matter of professional competency. As a matter of record, neither the inspection and lubrication of the chassis brake system or the brake fluid change have been performed. If the specific brake system requirements had been provided to us in the Owner's Manual, we certainly would have specifically requested the inspection and lubrication of the brake system and changing of the brake fluid be performed as suggested. We desire to ensure the performance of our sizable investment in our motor home, as well as, our personal safety. Please also note we were never required to sign off on the service receipts and did not request legible copies of what services were provided as we believed we were dealing with reputable and competent service providers recommended by Workhorse.

We would be happy to provide copies of the original service receipts received if the following information in schedule of services is not available in the Workhorse Service Tracking System:

<u>Date of Service</u>	<u>Mileage</u>	<u>Service Provider Location</u>
3/8/04	Not Documented	Camping World Nashville TN
3/26/04	1,919	Leisure Tyme RV, Inc, Mary Ester FL
5/26/04	Not Documented*	Hart City RV Sales LLC Elkhart IN
7/2/04	4,969	Newmar Corp. Nappanee IN
9/22/04	10,100.9	Bentz Automotive Group Brookfield MO
10/27/04	Not Documented	Newmar Corp Nappanee IN
2/10/05	12,657	Camping World Mission TX
4/19/05	16,012**a	Tom Naquin Chevrolet Elkhart IN
10/12/05	17,000***b	Tom Naquin Chevrolet Elkart IN
5/18/06	Not Documented	Newmar Corp Nappanee IN
10/6/06	26,770****	McCormick Motors, Inc. Nappanee IN
6/7/07	31,703***	Bremen Ford Bremen IN

* Tires were replaced

** New Shocks were installed

*** Tires rotated, balanced, brakes checked

**** Routine LOF while having Fuel Rail Dampner Retainer Clip Install per Recall

a Initial complaint about instrument cluster problem, indicated brake light issue

b Second complaint about instrument cluster problem, Actia stated no known problem. Continue to see problems even today, noted recall online that was never communicated by service providers

Thank you for your consideration of our concerns and future responsible actions to address the issues raised. You can contact us by email at [REDACTED] or cell phone [REDACTED] home phone [REDACTED] or [REDACTED] Peru IN [REDACTED]

Sincerely,

[REDACTED]

HOW CAN THE OWNER BE HELD RESPONSIBLE?

All four rotors in my motor home recently cracked, and I requested that Workhorse acknowledge that it was a defect in the manufacture of those rotors and possibly help out with the financial burden of replacing the rotors. That request was denied immediately. The area manager stated that she could not vouch for my braking habits/abilities and that the time on my warranty had expired approximately three months before the cracks were found. However, the mileage was just over 31,000. The next day, a Workhorse representative told me that their computer records showed no record of the 12 month/12,000 mile scheduled brake service having been done on my motor home. Workhorse engineers said this lack of maintenance or service is what caused the cracks. The service schedule the dealers have in their service department is called "Workhorse Gas Chassis RV Maintenance Schedule Program." (Please see attached.) It sets forth brake service at 12 months/12,000 miles. However, that scheduled service is not in the maintenance schedule contained in my owner's manual. The maintenance schedule set forth in my owner's manual reads, "Rotate tires (see footnote +)." And, footnote + reads, "a good time to check your brakes is during tire rotation."

Each time my tires have been balanced and rotated, I have asked the service department/manager to inspect the brakes as well. Each time I was told the brakes were good. At no time was I informed of any required 12 month/12,000 mile brake service, and I was never given a copy of the maintenance schedule setting forth any such service. Had I known about it, I would have made sure the maintenance was done.

If, indeed, this lack of maintenance was the cause of all four rotors being cracked exactly the same on the outside only, then this maintenance schedule should be in the owner's manual, not filed away in the dealer's service department.

Owners can only be expected to follow what is in their owner's manual and should not be held responsible for maintenance set forth anywhere else.

Workhorse Gas Chassis RV Maintenance Schedule Program

Workhorse Gas Chassis RV Maintenance Schedule Program																																						
	Months/Miles	Pre-Travel/ Fuel Fill	3/3k	6/6k	9/9k	12/12k	15/15k	18/18k	21/21k	24/24k	27/27k	30/30k	33/33k	36/36k	39/39k	42/42k	45/45k	48/48k	51/51k	54/54k	57/57k	60/60k	63/63k	66/66k	69/69k	72/72k	75/75k	78/78k	81/81k	84/84k	87/87k	90/90k	93/93k	96/96k	99/99k	10		
	Operation Performed																																					
1	Auto Park Brake Inspection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Check All Lines, Hoses and	✓	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓	
2	All Fluids																																					
	Check Front and Rear	✓	✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓	
3	Shocks for leaks																																					
	Check Tire Pressure/ Air Bag	✓																																				
4	Pressure (P Series Only)																																					
5	Check Engine Oil	✓																				✓																
6	Inspect Belts	✓																				✓																
7	Check All Exterior Lights	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	Change engine oil and filter		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Inspect & Lubricate Chassis		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
9	Components ***																																					
	Check/Change Axle Fluid *		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10	Inspect Exhaust System		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓	
12	Rotate Tires			✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓		
	Inspect & Lubricate Chassis				✓					✓				✓				✓				✓				✓				✓						✓		
13	Brake System ****																																					
	Check Front and Rear U-bolt				✓					✓																												
14	Torque and Stabilizers																																					
	Clean & Pressure Check				✓					✓				✓								✓				✓				✓						✓		
15	Radiator Cap					✓					✓															✓												
	Front Wheel Bearing						✓						✓					✓				✓						✓						✓				
16	Adjustment & Lubrication (Pack P-Series)																										✓											
	Inspect shields and under				✓							✓						✓				✓					✓							✓				
17	hood insulation																																					
18	Check/Change Air Cleaner				✓								✓					✓				✓					✓											
19	Change Fuel Filter									✓									✓								✓											
23	Brake Fluid Change *****									✓									✓								✓											
20	Transmission																																					
21	GM*****																																					
22	Alison*****				✓																																	
	Inspect Fuel Tank, Cap, and																					✓																
24	Lines																																					
	Evap Control Emissions																					✓																
25	Inspect																																					
	Check All Wheel Nuts for			✓																																		
26	Torque **																																					
27	Inspect Spark Plug Wires																																					
28	Replace Spark Plugs																																					
	Check Positive Crankcase																																					
29	Ventilation (PCV)																																					

• **Standard Differential:** Check Fluid every oil change and add as needed. If driving in dusty conditions or towing a trailer drain and refill every 15k miles.

* **Standard Differential:** Check fluid every oil change and add as needed. If driving in dusty conditions or towing a trailer, drain and refill every 100 miles.

** Wheel Nut Torque to be checked at 100, 1000, and 6000 miles

*** Chassis Lubrication points

* Chassis Lubrication points
- Front suspension, Kingpin bushings, steering linkage, automatic trans shift linkage, parking brake cable guides, propshaft splines, universal joints, brake pedal spring, auto park brake cam and linkage, brake pedal pivot shaft

Notice: Change Allison™ spin on filter and top-off fluid at 5,000 miles

**** Allison™ Transmission with Dexron® III change spin on filter and fluid every 12 months or 25,000 miles (whichever occurs first)

**** Allison™ Transmission with the synthetic fluid ATF TranSynd™ change spin on filter and fluid every 4 years or 100,000 miles (whichever occurs first)

***** GM Hydramatic Transmission filter and fluid change every 50,000 miles

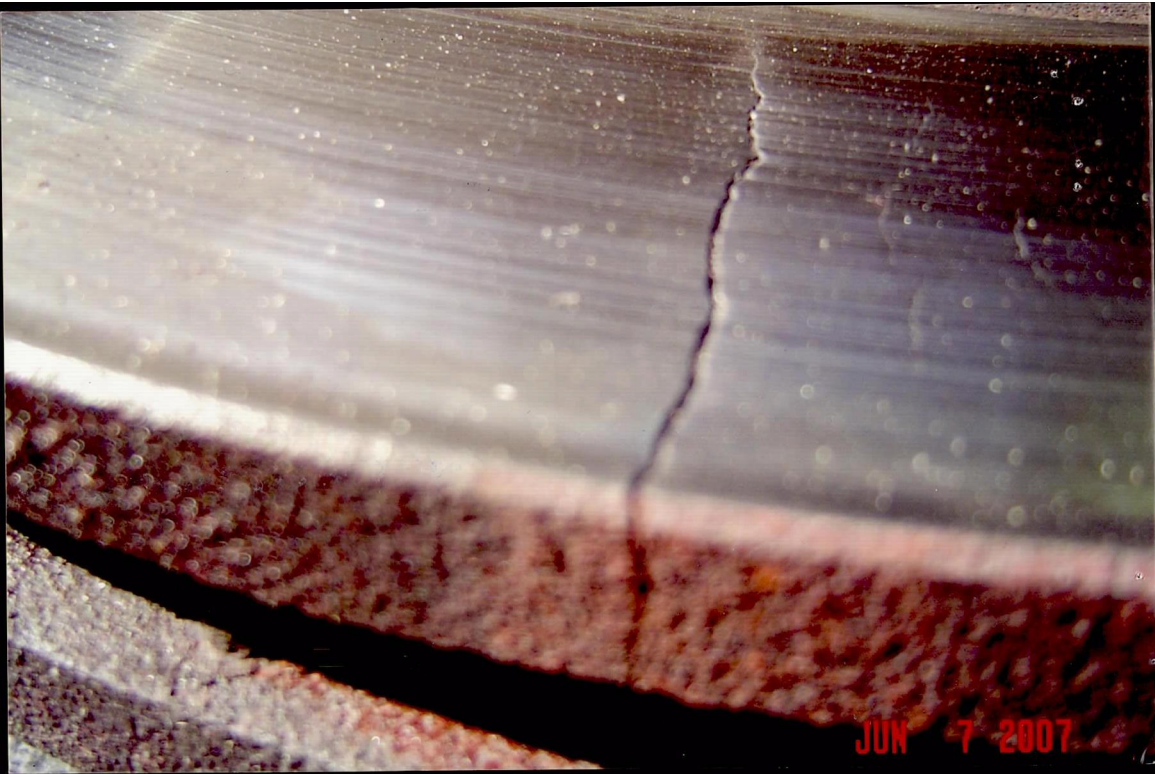
***** Inspect/Lubricate brake components such as the slides, guides, pivots, slide pins, linings and linkage.

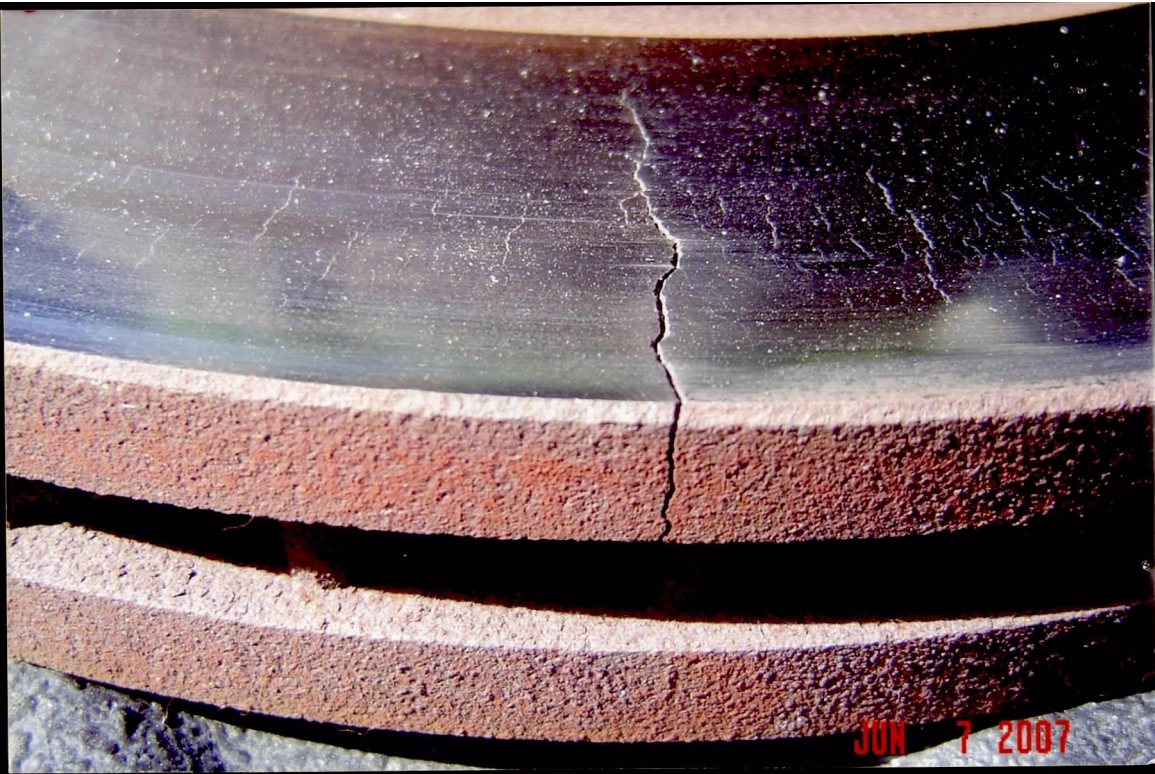
NOTICE: Fuel filter is to be replaced every 24 months/24000 miles. Depending on the quality of fuel used this time frame may be reduced.

NOTICE: This is intended for a quick reference guide only. For complete maintenance parameters and procedures please refer to the applicable Workhorse Model Year Owner's/Operator's Manual.

NOTICE: For complete maintenance parameters covering Cummins®, International®, and Caterpillar® equipped Workhorse Chassis, please refer to the applicable engine manufacturers' maintenance/operator's manual.











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