

CL-10207131-1190

Vehicle Complaint:
October 12, 2007

2007 OCT 18 AM 7:26

2004 Gulf Stream Sunvoyager model number 8379 MXG
W22 Workhorse
Vin # 5B4MP67G543 [REDACTED]
Mileage on Motor Home 12000

On March 20, 2007 we were headed North on Hwy. State Rt 19 and noticed the Motor Home would not pick up speed. First thought were engine problems or transmission problems. I pulled over and stopped and when I opened the door to get out I noticed a strong brake smell coming from the back end of the motor home. I told the wife we needed to turn around and go back to Register Chevrolet, who is a Workhorse Dealer in Brooksville. We drove about 1 mile and had to stop for a signal light, at this time my brake pedal went to the floor. The light changed and we were able to make our turn with an accident. We traveled about 5 mph until we came to a parking lot where we pulled in and stopped. We then unhooked the car and drove to Register Chevrolet and told them about our problem. They agreed to look at it and told us to let the motor home set for about an hour for the brakes to cool off and then felt we could drive on up to their garage, about another mile. We left the motor home there and returned to our home in New Port Richey. Later Register called and said that I would need to replace both rear calipers, brake pads, turn rotors, new ABS sensors and new wheel grease seals. They mentioned that Workhorse would not pay for the repair because rust had caused the problem. I was very upset and told them to not do anything until I looked at the rust they are claiming caused the problem. I then drove back to Register and asked to see the rust on the motor home wheels. At this point they had not even removed the wheels. I then had them put the motor home on a lift and raised it up so I could see what they were claiming had caused the problem. I seen no rust, in fact it looked like a new vehicle on the under side. I should add this, I worked as a mechanic all my working years and I have the certification on Brakes among other things. Well after talking to Workhorse they finally agreed to pay for the repair and it was completed.

The reason I am filing this complaint is after reading of all the other brake failures on the W20 & W22 Workhorse. If you want to read about them go to the Workhorse Forum. Some of the owners have had brake failure several times. I feel we have got a problem and before anyone gets killed we need to look into it. Workhorse is trying to deny a problem and is telling everyone that they need to pull the wheels and lube the slides and the pins that hold the brake caliper at least once a year. They also said we need to drive the motor home at least once ever couple of weeks at least 25 miles.

If you need to talk to me or need for me to fill out additional forms please contact me.

[REDACTED]
New Port Richey, FL [REDACTED]
Phone # [REDACTED] or cell # [REDACTED]

ET
10/18/07
DB