

July 9, 2010

JUL 19 2010

Re: Workhorse & Bosch Brake Recall
VIN # 5B4MP67G833 [REDACTED]

Workhorse Assistance Center
850 Stephenson Highway
Suite 510
Troy, Michigan 48083

Dear Sirs:

Please be advised that once again I am addressing my ongoing problem with my "Bosch Brakes" and the failure on the part of Workhorse to do anything about it. I am including all the letters to the various agencies that I have made since the need to replace the brakes on 10/16/2007 with only 36,233 miles on my unit. I purchased the Monaco LaPalma new, and took delivery in March of 2003. The coach was built in 9/3/02

As you will see by all the receipts enclosed, I have gone through much expense of dealing with this ongoing problem. \$1,164.49 with the first replacement and then once again on 4/21/2010 to the tune of \$1,390.91, with 58,757 miles on the unit.

I guess one should ask..Is it reasonable to replace brakes twice in 2 ½ years with 58,757 miles on the vehicle, making the first replacement lasting only 22,524 miles before replacing again. Also note that we had problems with the ABS sensors which resulted in having them replaced when the unit was still under warranty. It was after that that the first brake repair was made..

I was given the lame excuse by the district representative of Workhorse "Bill O'Neil" from Marietta, Georgia that the recall was for calipers only and that the reason the rotors burn and crack was due to not using asbestos pads any more.

Please also note the several letters stating that the parts were still not available for the recall, and that the recalls date back to the first one being in August of 2004, which at that time they did not include our chassis. Since that time we have received several letters, the second recall was in June of 2009 advising that we would receive notice as to when parts would be available. As of our last repair at Georgia Commercial Vehicles, LLC, that they had to put in the same parts that workhouse had put on this unit when it was new as the replacement parts under the recall still were not available and more then

NM
072610
TGW

likely would not be available till the fall of 2010..if then. So I have the brakes repaired once again with the parts that have been causing the problem....makes no sense.

I was also told that my brakes were giving out due to my driving habits....go figure. I have owned two previous class A motor homes. A 10 year old Excalibur that I put on 50,000 miles and a 4 year old Southwind that I put on over 65,000 miles. Both of these units I had for over 5 years and never replaced brakes on either one. Also I bought a 2004 Colorado Pick-up new, put 73,000 miles on it, and never replaced brakes.

Attached please find documentation and pictures of the damaged rotors.

Sincerely,



Cc: Workhorse Customer Assistance
P.O. Box 110
940 South Route 32
Union City, Indiana 47390

Cc: Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road
Suite 300
Atlanta, Georgia 30345

Cc: Good Sam Club
P.O. Box 6888
Englewood, Colorado 80155 c/o Action Line...Robin Duffield

Cc: Family Motor Coaching Membership # F240438
8291 Clough Pike
Cincinnati, Ohio 45244

Cc: US Department OF Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th St. SW
Washington, DC 20077

Workhorse Sales Corp Warranty

VIN Information

Main Menu

VIN Lookup

VIN:
5B4MP67G833

Model/Wheelbase: Order #:
P32122 / 228" 61061

Bill Code:
59857

Bill To:
MONACO COACH CORP, 91320
Coburg Industrial Way, Coburg,
97408

Delayed Mileage:
1215

Warranty Start
Date:
3-3-2003

Vehicle
Application:
Motor Home
Chassis

Retail Outlet:
RV World

Alignment Certificate Required:
No

Customer Name:
MONACO COACH CORP

Order Date:
6-8-2002

Build Date:
9-3-2002

Ship Date:
9-3-2002

BodyBuilder:
59859 - MONACO COACH
CORP

GVWR:
22000

GVWRF:
8000

GVWRR:
14500

Retail Phone No:
928-726-6600

E #:
E1009510

Total Ship Wt:
6623.94116

Front Ship Wt:
3587.54558

Rear Ship
Wt:
3036.39558

Front Tire:
235/80R22.5G

Front Rim:
22.5X6.75

Front Tire
Pressure:
95

Rear Tire:
235/80R22.5G

Rear Rim:
22.5X6.75

Rear Tire
Pressure:
85

Axle:
654642857799SHN00857799

Suspension:
63462105824002

Engine:
10FPH
T208190134

Emissions:
81FPU

Transmission:
1S6310233875

Steering:
35TND SEC0222352

Drac:

ECM:
36CRSM
R224146

ABS:
920254K00010067

Open Carr
details)
There are no op

Complete
50402-C:
60401-C:

Current O

First Name:

Business Name:

Second Owner:
No

Date Of Purcha:
Mar-03-2003

Options:

Option Name

007

mber for

First Time!

Recall Corner

August 2004

Workhorse Custom Chassis has announced NHTSA recall 04V084000, which affects certain Workhorse W Series gasoline-powered chassis made between August 10, 2000, and July 29, 2002. The potential number of chassis affected is 10,235. These chassis were used by several motorhome manufacturing companies. To determine whether your coach is included in this recall, check the following vehicle identification numbers (VIN). Only the last eight digits of the full 17-digit VIN are given. All chassis involved have VINs that begin with 5B4.

Chassis model year 2001 — 13325068 to 13337849

Chassis model year 2002 — 23336034 to 23356051

Chassis model year 2003 — 33354476 to 33356806

On some W20 and W22 motorhome chassis built by Workhorse and equipped with Bosch zero offset pin slide (ZOPS) brake calipers, the caliper can hang in the partial apply position and cause the brake pads to drag on the rotor surface. Overheating may occur, causing damage to the brake components and affecting braking performance. The problem also could cause the brake system's antilock features to be lost if the heat damages the antilock wheel sensor.

Authorized Workhorse Custom Chassis dealers will repair the brake caliper and inspect the brake system. Repair is expected to take approximately four hours. However, because of service scheduling times, the service center may need the vehicle for a longer time period.

For more information about this recall, contact Workhorse at (877) 946-6773. Owner notification began in August 2004.

*See Recall As
of June 2009 !*

Vin Number !

833

RECALL CORNER

June 2009

NAVISTAR has announced NHTSA recall 09V110000, which affects 2001 through 2008 Workhorse Custom Chassis W20, W21, and W22 motorhome chassis manufactured from July 24, 2000, through December 19, 2007. The potential number of vehicles involved is 47,042.

On certain motorhome chassis equipped with axles that include Bosch ZOPS or ZOHT Pin Slide hydraulic disc brakes, when combined with occasional or seasonal vehicle operation, the calipers may stick in the applied position. This can result in abnormal heat generation at the wheel end, causing brake drag. Although the driver would normally have warning of the brake drag, if this condition went undetected, the temperature increase at the wheel end eventually could lead to a soft pedal condition due to brake fluid boil, and possibly extend stopping distances.

Workhorse dealers will inspect and replace the necessary components. A remedy and estimated repair time had not been determined as of press time.

For more information about this recall, contact Workhorse Custom Chassis at (877) 246-7731.

Georgia Commercial Vehicles, LLC

280 Pearl Street
Marietta, GA 30060

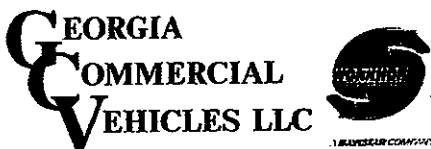
Parts Invoice

Date	Invoice #
10/11/2007	4423

Bill To
Blairsville, GA.

Ship To

P.O. Number	Terms	Rep	Account #	Ship Date	Via	F.O.B.
		TL		10/11/2007	Will Call	
Part Number	Quantity	Description			Price Each	Amount
		* Customer called w/vin # 33 [REDACTED] front brake issues				
		* Items needed for front axle				
W8810906	1	PAD KIT-BRK, D786(4/KIT)			89.85	89.85T
W8002188	2	Rotor, Brake Rear Magnicoted			97.20	194.40T
W8000036	2	SEAL ASM, FRT WHL HUB			17.10	34.20T
		* Items requestes for rear axle				
W8810906	1	PAD KIT-BRK, D786(4/KIT)			89.95	89.95T
W8000276	2	SEAL RR WHL RG			16.00	32.00T
				Sales Tax (6.0%)		\$26.42



Authorized Dealer for Workhorse Custom Chassis
Morgan-Olson & Utilimaster Bodies and Onan Power Systems

Tom Lane
VP of Parts and Service

Tel: (770) 419-9262
Fax: (770) 419-9269
e-mail tlane@gctruck.com

10/15/07 = ck #

Arne's Auto Service Inc.
1490 Young Harris Hwy.
Blairsville, GA. 30512
Phone - 706-745-4633 Fax - 706-745-3879

INVOICE

22269

Org. Est. # 037770

INVOICE

Work Completed Date : 10/15/2007

Print Date : 10/16/2007

2003 Chevrolet - Motor Home

Blairsville, GA

Home

Cust ID : 4362

Ref # :

Lic # :

Unit # :

Vin # : 5B4MP67G833

Hat # :

Odometer In : 36233

Odometer Out :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
GEAR OIL				INSTALL CUSTOMERS REAR AXLE SEALS	342.00
125865	2.00	3.78	7.56	AND BRAKE LININGS	
Shop Supplies		5.00	5.00	REPLACE REAR SEALS AND BRAKE PADS	
				INSTALL CUSTOMERS FRONT BRAKE	342.00
				ROTORS, BRAKE LININGS AND WHEEL SEALS	
				REPLACE SEALS, ROTORS AND PADS	
				FRONT ROTORS EXCESSIVELY HEAT	
				CRACKED DUE TO CALIPER PINS	
				SEIZED-NO SIGN OF DAMAGE TO CALIPER	
				SYSTEM AND/OR CALIPER PINS	
				Hazardous Materials	0.23

[Technicians : Moose, Robert; Ekeberg, Arne 1]

Org. Estimate \$697.67 Revisions \$0.00 Current Estimate \$ 697.67 Additional Cost Revised Estimate

Labor:	\$684.23
Parts:	\$12.56
Sublet:	\$0.00
Sub:	\$696.79
Tax:	\$0.88
Total:	\$697.67
Bal Due:	\$697.67

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on highways or elsewhere for the purpose to test and/or inspect. The limited warranties applying to the parts listed hereon are those which may be offered by the manufacturer. Warranty work must be performed in our shop. Buyer is not entitled to recover from the company any consequential damages, to property, damages for loss of use or any other incidental damages.

SIGNATURE..... Date..... Time.....

Written By: Ekeberg, Erik

November 14, 2007

Customer Assistance Center
Workhorse Custom Chassis, LCC
P.O. Box 110
940 South State Route 32
Union City, Indiana 47390

Dear Sir:

I am the owner of a 2003 Monaco LaPalma, bought new and took delivery in March of 2003. I enclose several work orders that were done during the period of then until now.

I was returning from Florida on October 5, of 2007 to my home in Blairsville, Georgia. My wife was being treated at Moffitt Cancer Center was the reason for the Florida trip. I was about 15 miles from home when I felt what appeared to be a vibration. At my earliest convenience I took the motor home to Arne's Auto Service, a reputable center in Blairsville, Georgia. I am approximately 100 miles from any Workhorse dealer.

Please see the notes from Arne's along with the repair bills and also the parts bills that I myself drove to Marietta, Georgia to pick up. I had spoke to someone from your organization and was rudely put off and in so many words was told it was my problem.

I also enclose a recall from you regarding the problem I had and please also note that I took delivery in March of 2003, but my chassis order date was 6-8-2002. I ordered this coach from RV World in December of 2002. Due to the fact that my problem was exactly what you had noted in your recall, It would appear that I should not be liable for the \$1164.49 bill that I incurred.

I would appreciate your consideration in this matter.

[REDACTED]

Winter address:

[REDACTED]
Laughlin, Nevada
Phone # [REDACTED]

Please find enclosed the pictures of the damage.

" N. H. T. S. A
U. S. Department of Transportation
Washington, D. C. 20590 "



A NAVISTAR COMPANY

December 19, 2007

[REDACTED]

Laughlin, NV [REDACTED]

Dear [REDACTED],

First of all, I would like to thank you for selecting a Workhorse Custom Chassis. Workhorse Custom Chassis is a company that strives to produce a world-class product. We realize you have choice in chassis and appreciate you choosing Workhorse.

Workhorse Custom Chassis has received your letter seeking reimbursement. 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 March 03, 2006, which would indicate that your warranty had expired over 1 1/2 years prior to the repair for which you are seeking reimbursement. Failure or Damage of Components due to vehicles use, wear, exposure or lack of maintenance is not covered. When a necessary repair is required outside of warranty, the customer is responsible for service work, and parts replacement. Based on the information that you've provided, your chassis was built September 03, 2002 which means that your chassis was not involved in the Bosch Brake Recall. Therefore we will be unable to financially assist you.

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

850 Stephenson Highway
Suite 510
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

File No. 33359690

June 13, 2009

Workhorse Assistance Center
850 Stephenson Highway
Suite 510
Troy, Michigan 48083

Debra Anderson
Reimbursement Coordinator
Workhorse Custom Chassis

Please be advised that on June 13, 2009 I read the attached "Recall Corner" in the Family Motor Coach Magazine. (see attached). I am enclosing all the previous correspondence that was sent to you back on November 14, 2007 and your reply to me on December 19th, 2007.

I also remit the expenses that I had to pay out of pocket. It would appear now that my chassis was indeed faulty in this area and according to the recall, I should not have had to bear the cost that I did.

Once again I will contact the NHTSA and forward them a copy of my request to you to reimburse me for my expenses in this matter. Also find attached the picture that shows the cracks in the rotors.

Si [REDACTED]
[REDACTED]
Blairsville, Georgia [REDACTED]

cc: NHTSA
cc: Customer Assistance P.O. Box 110 940 South State Route 32 Union City, Indiana

47390



July 17, 2009

[REDACTED]
Blairsville, GA [REDACTED]

RE: VIN - 5B4MP67G833 [REDACTED]

Dear [REDACTED]

We have received your request for reimbursement concerning your motorhome with regard to the interim campaign notification 50901-C. Upon complete review of your request and the information you have provided, we are not in a position to provide you with reimbursement for your claim.

As a reminder, per the interim notification previously sent, you will be receiving the formal campaign notification letter later this fall. At that time, please contact your local Workhorse service center for an appointment and the completion of campaign 50901-C.

Sincerely,

A handwritten signature in cursive script, appearing to read "Errin T. Stegich".

Errin T. Stegich
Customer Relations



A NAVISTAR COMPANY

July 28, 2009

Blairsville, GA

RE: VIN - 5B4MP67G833

Dear

Per your request, I have reviewed your file further and our position remains the same.

As a reminder, per the interim notification previously sent, you will be receiving the formal campaign notification letter later this fall. At that time, please contact your local Workhorse service center for an appointment and the completion of campaign 50901-C.

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

Sincerely,

Brandi Groen

Brandi Groen
Customer Relations
Workhorse Custom Chassis

*Georgia Commercial Vehicle
Marietta (280 Pearl)
770 419 9262*

*Lee Smith Ford
2600 8th Ave
Chattanooga 423 622 4161*

File No. 00011301

local dealers

*877-946-7731 roadside ass
877-246-7731 - recall*

850 Stephenson Highway
Suite 510
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

CUSTOMER #: 850016

3 5 2 7 4 5

**FISHER
CHEVROLET**



INVOICE

3201 CHEVY LANE
YUMA, ARIZONA 85385
PHONE (928) 726-5500
WHOLESALE PARTS - (928) 344-4627
www.fisherchev.com

BLAIRSVILLE, GA

PAGE 1

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 7 JAY JARVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	03	CHEVROLET MOTOR HOME	5B4MP67G833		56313/56313	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
03SEP02 DD			17:00 06NOV09		CASH	04NOV09
R.O. OPENED	READY	OPTIONS:				
11:06 04NOV09	11:07 04NOV09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S FRONT BRAKES THUMP AND GRIND							
2000 BRAKES & BRAKE SYS.							
99 WM03							
(N/C)							
56313 FUTURE RECALL 50901-C IS NOT OUT YET. WILL RETURN WITH RECALL LETTER							

OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A MANUFACTURE QUESTIONNAIRE IN THE NEAR FUTURE. IF FOR ANY REASON YOU ARE UNABLE TO ANSWER "COMPLETELY SATISFIED", PLEASE CONTACT THE SERVICE MANAGER BEFORE RETURNING SURVEY. THANK YOU FROM FISHER CHEVROLET "YUMA'S BIG VOLUME DEALER"



CHEVROLET

(4) - Mch 235/80R22.5
XR-V
Mounted / Balanced
\$1676.00

ORIGINAL

FINAL
REVISED
ESTIMATE: 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00

"The Most Important Name On Your Car"
**FISHER
CHEVROLET**

JAY JARVIS
Service Consultant

3201 E. CHEVY LANE • YUMA, AZ 85365

jay@itsafisher.com

www.itsafisher.com

DIRECT (928) 217-4140

(928) 726-5500

EXT. 140

Fax (928) 726-3359

AUTHORIZED

ADDITIONAL
AMOUNT

I ACKNOWLEDGE RECEIPT OF VEHICLE
HAVE RECEIVED A COPY OF THIS INVO



AUTO RV & TRUCK
www.JoesAutoRVTruck.com

928.855.5823
FAX: 928.505.2252
561 N. Lake Havasu Ave.
Lake Havasu City, AZ 86403
928.681.5823

Joe Culu
Commercial Fleet Se
Autos • RVs • TI
DOT Inspections • DI



CUSTOMER

Workhorse brake recall

Wednesday, 13 January 2010 08:17

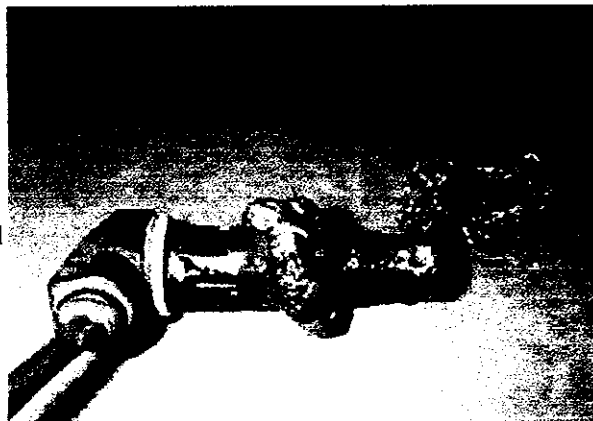
Workhorse Custom Chassis has issued the following technical report to address questions about last year's Workhorse recall concerning a Bosch brake defect.

Bosch brake recall: background

In May 2009 Workhorse mailed an "interim notice" to alert affected Workhorse owners of a defect in certain Bosch brake caliper assemblies used on Workhorse W20, W21 and W22 motorhome chassis models made from July 24, 2000, through Dec. 19, 2007.

Pending an approved recall remedy for the problem, the interim notice described the authorized interim repair procedure, to be completed at no cost to the customer. Brake repairs related to typical wear and tear or other issues, however, are still the financial responsibility of the customer.

As with any recall, misunderstandings about the defect and about who is responsible for what often arise. This article will briefly explain the nature of the problem and how owners and technicians can determine whether a brake problem is related to the defect.



Warning signs

The problem is usually noticed as a sudden seizing or locking up of the brakes. It also typically appears in motorhomes 5 years old and older that have not been driven for extended periods of time.

Signs of the problem may include:

- A distinct brake burning smell.
- Having to apply more engine power to overcome an unaccounted for slowing of the vehicle commonly associated with brake drag.
- An ABS light that is continually on.
- Smoke coming from the wheel end.
- A soft or spongy feel when applying the brakes.

*Had All Problems Listed!
Has Happen Twice For Me Before!*

*Have Made Repair Twice!
"First Time 11/16/2009 = 36,233 miles"
"Second Time 4/23/2010 = 58,757 miles"*

Owners of the affected chassis models who experience any of the signs indicated above should have their brakes inspected at an authorized Workhorse service center. The inspection is at their expense; however, if the problem is related to the Bosch defect, Workhorse will provide an interim repair at no cost to the chassis owner.

Caliper assembly at fault

The defect is related to the Bosch 2 X 66 mm brake caliper assembly. Each caliper contains two pistons that are made of a phenolic material that technicians will recognize as similar to Bakelite. If the motorhome is not driven for extended periods of time (typically six months or longer), the phenolic material may absorb and retain moisture from the atmosphere, which may result in an increase in the piston diameter.

Motorhomes operated more frequently are not likely to experience problems, because the heat generated during braking under normal conditions inhibits the absorption and retention of moisture in the phenolic material.

The piston clearances in the caliper are fairly small — the specified clearance of a new phenolic piston is .004 to .008 of an inch. Measurements of certain phenolic pistons taken from motorhomes that have been in service for several years have shown an increase in diameter of up to .0035 inches.

"Sent Out 2/2/2010"

Form Approved: O.M.B. No. 2127-4



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

888-327-4236

www.safercar.gov

FOR AGENCY USE ONLY

Date Received

Repository ☐

Reference No.

Name

(Print)

Daytime Telephone Number

Street No.

Apt. No.

Evening Telephone Number

City

State

Zip Code

E-mail

Blairsville

Georgia

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

☒ YES ☐ NO

In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.

Signature of Owner

Date 2.2.2010

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of

5B4MP67G833

Make

2003 Monaco

Model

La Palma

Year

2003

Current Mileage

56,551

Date Purchased

3-2003

Dealer's Name and Telephone Number

Dealer's City

State

Zip Code

Engine:

Fuel Type:

☐ Diesel ☐ Hy

☒ Gas ☐ Other

No. Cylinders 8

Transmission Type

☐ Manual

☒ Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

☐ All-Wheel Drive

☐ Front-Wheel Drive

☒ Rear-Wheel Drive

☐ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name

Bosch Brakes

Incident Date(s)

First Time 36233
Second Time 36233

Failure Mileage

36233

Failure Speed

58, 157

Failure Location

☒ Driver ☒ Passenger

☒ Front ☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand

Tire Model/Line

Tire Name

Tire Size (Example: P215/65R1105)

Failed Structure

☐ Tread ☐ Sidewall ☐ Bead

DOT No. (Example: DOT MAL9ABC036 on sidewall)

☐ Original Equipment

☐ Prior Repair

Failure Type:

☐ Blowout ☐ Blister

☐ Crack

☐ Torn

☐ Tread Separation

☐ Road Hazard

☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make

Date Manufactured

Model Number and Name

Seat Type

☐ Infant

☐ Booster

☐ Integrated

☐ Convertible

☐ Other

Failed Part. Describe Failure Below

☐ Base

☐ Harness/Buckle

☐ LATCH Connector

☐ Shell

☐ Handle

☐ Other

Installed in Vehicle using the:

☐ Vehicle safety belt

☐ LATCH system*

*Vehicle info required

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

Number of Deaths

Police Report No.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

The ongoing failure for Wockhase to accept financial responsibility to repair the components that they have admitted exist. I have contacted them several times and have been put off. In July 2009 was stated that repairs would be made over the fall, then December, to day, (2/2/2010) was told April 2010. Now Being Told Fall Again On One Year 4/21/2010.

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to e49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882



Southwind"
Motor Home

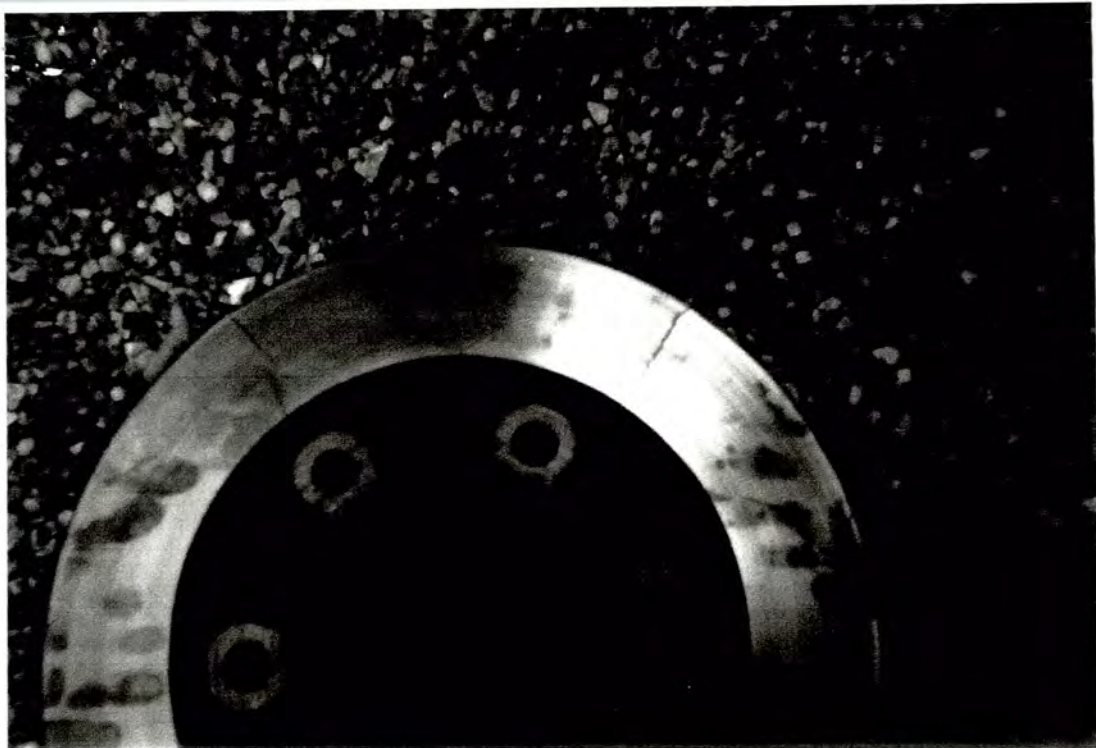
Over 65,000 Miles Towing Pick-Up Truck!
Had Never Had To Replace Brakes!



Caliber"
Motor Home

Over 50,000 Miles Towing Pick-Up Truck!
Had Never Had To Replace Brakes!

Had Driven My 2004 Colorado Pick-Up Over 73,000 Miles
And Never Had To Replace Brakes!



10/16/07

The caliper piston is designed for some expansion due to normal heat absorption during braking. During normal operation the internal piston caliper seal pulls the piston back into the caliper bore when the brakes are released. However, if the phenolic piston expands due to moisture absorption and heat, the seal may not be able to pull the piston back (called "binding"), which may result in the brake pad dragging on the rotor.

This can be hard for a technician to diagnose because if the brake pad drags as above and then the motorhome is parked for a period of time (as short as 20 minutes), the piston may cool and decrease in diameter, releasing the piston from its binding condition.

What technicians will look for, what is covered

Diagnostic signs of the defect include:

- Piston dust seals/boots that are cracked or appear discolored (white powder markings).
- Front wheel seals that show signs of damage.
- Front spindle caps that show signs of heat damage or leaking.
- Heat damaged ABS sensors and wheel speed sensors; ABS sensors that have stopped functioning at various speeds and may have intermittent loss of function and associated fault codes.



Rotors with radial cracks are NOT considered recall related damage unless there is other evidence of damage. Such cracks are typical of "riding" the brakes downhill, absence of a towed car brake system and continued hard braking. If the cracks are severe enough to merit replacement, that would be at the owner's expense.

Rotor colors also vary from vehicle to vehicle, and some discoloration and transfer of brake pad material along with brake pad wear is normal. If, however, the rotor exhibits significant transfer of brake pad material, that may be related to the Bosch defect. Similarly, if the brake pads show a rough and damaged surface associated with significant material transfer, that would be considered defect related damage. Replacement of both rotors and pads in this case would be covered by the interim repair procedure.

Affected owners will be contacted

Workhorse will notify all affected owners with instructions when the recall remedy is available. In the meantime, affected owners of W20, W21 and W22 Workhorse chassis should simply be aware of the warning signs noted above and have their brakes inspected just as they normally would should any question arise about their functioning.

Add this page to your favorite Social Bookmarking websites



February 8, 2010

Re: Workhorse & Bosch Brak
VIN- 5B4MP67G83

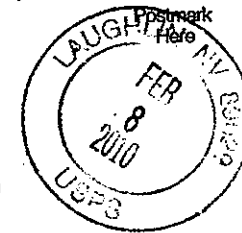
US Department Of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th ST SW
Washington DC 20077-8214

DELIVERY CONFIRMATION NUMBER: 5225 1000 DEPT 6000

Postage and Delivery Confirmation fees must be paid before mailing
Article Sent To: (to be completed by mailer)

(Please Print Clearly) Washington, DC.

\$5.60



PS Form 152, May 2002

POSTAL CUSTOMER:
Keep this receipt. For Inquiries
Access internet web site at
www.usps.com®
or call 1-800-222-1811

CHECK ONE (POSTAL USE ONLY)

- ☒ Priority Mail™ Service
☐ First-Class Mail® parcel
☐ Package Services parcel

(See Reverse)

Dear Sirs:

I am again addressing the above issue in hopes that I may receive assistance and or direction in reaching an answer regarding ..When will my ongoing brake problem be resolved?

I am enclosing all the copies of my attempts to get my "Bosch Brakes" repaired for the second time, the first time was in October of 2007 and I had to pay \$1164.49. As you can see from the enclosed letters the response from Workhorse was that they denied any responsibility, even though their own recall listed those chassis that were manufactured from July 24, 2000 through December 19, 2007.

It would appear that the brake component continues to be defective in as much as I am now faced with the necessity to have them repaired once again. I was notified in July of 2009 (times two) but never received the fall notification. It was only after I had contacted "Joe's Auto RV" an authorized dealer in Kingman, Arizona that he found out that the reason that I did not get any further notification, was that Workhorse sent the notice to Alaska due to that being the State that the vehicle is registered and not my home address.

I talked with Workhorse again last week and now was told that the parts would not be available until April of 2009. I had also contacted Fisher Chevrolet of Yuma, Arizona as well as Joe's RV and was told that they too can not get the parts.

I ask that you please review this matter and give me a response.

Sincerely,

See enclosed copies

Georgia Commercial Vehicles, LLC280 Pearl Street
Marietta, GA 30060**Service Invoice**

Date	Invoice #
4/21/2010	5976

Bill To
Blairsville, GA.

Rec'd
OP #
4/29/10

Vin #	Mileage	Terms	Due Date	REP	Account #	Date Out	Auth # / PO #	
33	58757	Due on receipt	4/21/2010	TL		4/21/2010		
Item	Description					Qty	Rate	Amount
CUSTOMER LA...	* Recv'd several calls from coach owner ref. the 50901-C, Interim caliper campaign. The inspection procedure was discussed w/owner [owner has had multiple correspondence with WH on brakes concerns]. During the caliper inspection-labor op T5021, digital photos were sent to WH-NO warranty auth recv'd as it was determined the calipers were functioning as designed. The rotors were found to be heat cracked to a point where they should be replaced as they can not be turned to correct the efficiency of the rotor. The sensor was not damaged as a result of any caliper degradation.							
CUSTOMER LA...	CUSTOMER LABOR / Caliper Inspection-Using T5021 as a guide					1.25	106.00	132.50
	* To replace the rotors-W8002188 would require replacing the hub seals on ea. wheel Est on labor--6 hrs @ 106.00per hr---estimate on parts \$550.							
	* This unit should also have a thorough brake system flush : Labor \$139.00 plus fluid \$40.00							
	* CALLED OWNER & REVIEWED CALIPER INSPECTION FINDINGS / PER OWNER REPAIR AS NEEDED----WILL P/UP NEXT WEEK							
CUSTOMER LA...	CUSTOMER LABOR R & R all 4 rotors					6	106.00	636.00
W8002188	Rotor, Brake Rear Magnicoted [W22]					4	78.95	315.80T
W8000036	SEAL ASM, FRT WHL HUB					2	21.52	43.04T

We appreciate your business!

Subtotal**Sales Tax (6.0%)****Total****Balance Due**

Phone #

W22 BRAKE CALIPER OVERHEATING

We own a 2004 National RV Dolphin on a W22 Workhorse chassis manufactured in December 2003. It is among those included in an Office of Defects Investigation (ODI) notice as having a front brake caliper problem. Since National RV is no longer in business, they are of no help in getting information about the investigation. To complicate matters, we are traveling in Mexico in the state of Vera Cruz. So we would appreciate any technical advice you can give us.

PETER MICHELSEN, F255982
Peru, Vermont

According to a representative from Workhorse, the ODI campaign is investigating a front disc brake caliper overheating issue and poor brake performance on brake parts manufactured by Bosch that were used on Workhorse W20, W22, and W24 chassis. The campaign also involves numerous other trucks, buses, and motorhomes that used the Bosch calipers through 2003 VIN 356806 (2004 chassis models were not involved in the campaign and have the latest calipers). However, there is an open NHTSA investigation (no conclusions at press time) on units built with the improved caliper.

The Bosch brakes are very common. International (Navistar) uses the same caliper on a number of models, including school buses. Although Workhorse does not have any service centers in Mexico, the Workhorse representative suggested that you look for an International

continued »

Truck dealer in Mexico. Most large International dealers would have the caliper and other parts needed to fix the brakes.

Overheating the brakes can bring on the problem. Drivers should be careful to use engine braking so as to not overheat the chassis brakes. Brakes should never be held on for more than five or 10 seconds, and then only hard enough to slow the vehicle to make a downshift.

Online...

The Good Sam Club's Action Line has resolved thousands of disputes between members and businesses. *Highways* highlights a sampling of these results in each edition. If you have an issue to resolve, go to www.goodsamclub.com/community and click on RVer Rights or send an e-mail to actionline@goodsamclub.com. Please include a letter of explanation and copies of your receipts.

44 *Highways* JUNE-JULY 2010

ACTIONline

BY ROBIN DUFFIELD



Good Sam members get a boost from a jack company, a solution to a sticky decal situation and a full warranty service refund

Since September

2005, Action Line

has received **6,769**

letters from you

and recovered

\$438,379.41

is coordinated by Jim Brightly, F358406. In addition, Bill Hendrix, F7615, and Ray Hobbs, F10175, serve as technical correspondents for the column. Questions may be addressed to "Tech Talk," FMCA National Office, 8291 Clough Pike, Cincinnati, OH 45244. We cannot accept phone calls. Questions may also be sent via e-mail to techtalk@fmca.com. Please include your name and address with your query. Because of the volume of letters received, it isn't always possible to draft individual responses, but representative samples will be published in the magazine. Letters that are chosen for publication in this column may be edited for space and clarity, and they also will appear on FMCA's Web site: www.fmca.com.

Georgia Commercial Vehicles, LLC

280 Pearl Street
Marietta, GA 30060

Service Invoice

Date	Invoice #
4/21/2010	5976

Bill To
Blairsville, GA.

Vin #	Mileage	Terms	Due Date	REP	Account #	Date Out	Auth # / PO #	
33	58757	Due on receipt	4/21/2010	TL		4/21/2010		
Item	Description					Qty	Rate	Amount
W8000276	SEAL RR WHL RG					2	51.12	102.24T
35-032	Brake Fluid Dot3, Qt.32OZ.					3.5	9.95	34.83T
W8001709	Sensor, Wheel Spd. [W8000045 old#] / Lft rear sensor					1	45.15	45.15T
Shop Supplies	Shop Supplies						9.14	9.14T
Road Test	Road test this unit					1	39.20	39.20
	Ga. Comm. Veh. warrats parts & labor for 1 yr. or 12000 miles / whichever comes 1st							
	Now Being Told It Would Be Fall Or One Year!							
	4/21/2010!							



al	\$1,357.90
ax (6.0%)	\$33.01
	\$1,390.91
e Due	\$1,390.91

Blairsville, Ga

W48-226



U.S. Dept of Transportation
National Highway Traffic Safety
Office of Defects Investigation
400 7th St. S.W.
Washington, D.C.
~~20590~~

