

CL-10215027-5765

February 8, 2010

2010 FEB 22 PM 3:38

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

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

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,  
[REDACTED]

See enclosed copies

NH  
02/23/2010  
TWD

## 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                                                                                                                                                              |
| <div style="background-color: black; width: 150px; height: 20px;"></div><br>Blairsville, GA. <div style="background-color: black; width: 30px; height: 10px;"></div> |

|         |
|---------|
| 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 # 33359690 / 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 |

**GEORGIA  
COMMERCIAL  
VEHICLES LLC**

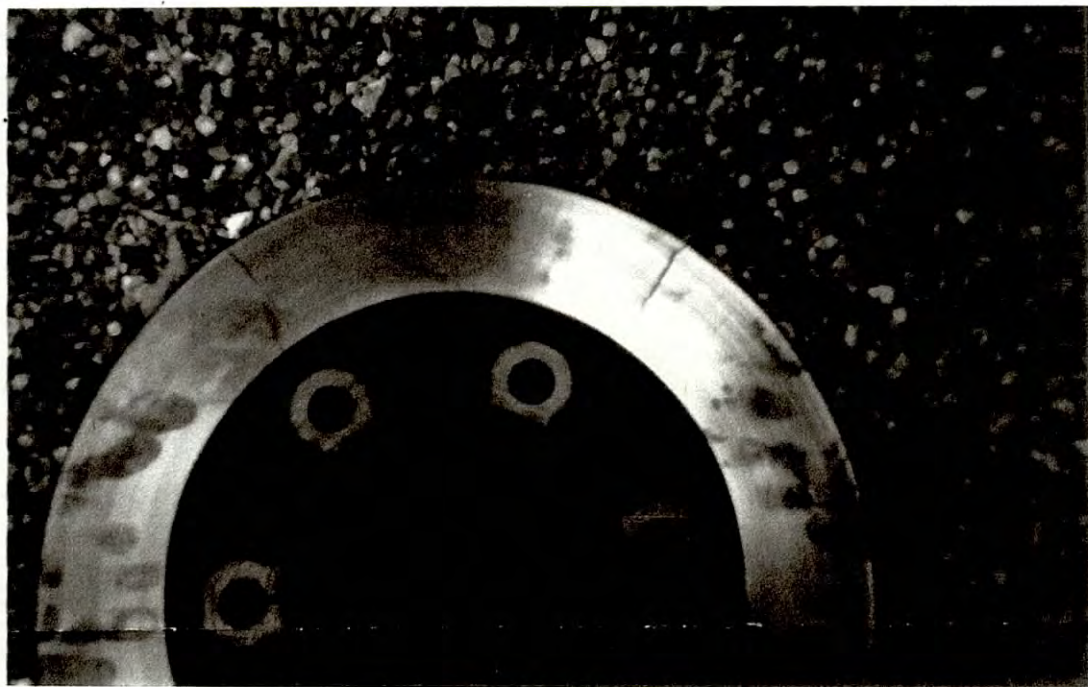


Authorized Dealer for Workhorse Custom Chassis  
Morgan-Olson & Utilimaster Bodies and Onan Power Systems

**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

Lic # :

Odometer In : 36233

Unit # :

Odometer Out :

Vin # : 5B4MP67G833

Hat # :

Cust ID : 4362

Ref # :

| 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.....

Attn By: Ekeberg, Erik



# Workhorse Sales Corp Warranty

## VIN Information

[Main Menu](#)
[VIN Lookup](#)

|                                            |                                          |                                                   |                                         |                                                                                        |
|--------------------------------------------|------------------------------------------|---------------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|
| <b>VIN:</b><br>5B4MP67G833                 | <b>Model/Wheelbase:</b><br>P32122 / 228" | <b>Order #:</b><br>61061                          | <b>Bill Code:</b><br>59857              | <b>Bill To:</b><br>MONACO COACH CORP, 91320<br>Coburg Industrial Way, Coburg,<br>97408 |
| <b>Delayed Mileage:</b><br>1215            | <b>Warranty Start Date:</b><br>3-3-2003  | <b>Vehicle Application:</b><br>Motor Home Chassis | <b>Retail Outlet:</b><br>RV World       | <b>Alignment Certificate Required:</b><br>No                                           |
| <b>Customer Name:</b><br>MONACO COACH CORP | <b>Order Date:</b><br>6-8-2002           | <b>Build Date:</b><br>9-3-2002                    | <b>Ship Date:</b><br>9-3-2002           | <b>BodyBuilder:</b><br>59859 - MONACO COACH<br>CORP                                    |
| <b>GVWR:</b><br>22000                      | <b>GVWRF:</b><br>8000                    | <b>GVWRR:</b><br>14500                            | <b>Retail Phone No:</b><br>928-726-6600 | <b>E #:</b><br>E1009510                                                                |
| <b>Total Ship Wt:</b><br>6623.94116        | <b>Front Ship Wt:</b><br>3587.54558      | <b>Rear Ship Wt:</b><br>3036.39558                |                                         |                                                                                        |
| <b>Front Tire:</b><br>235/80R22.5G         | <b>Front Rim:</b><br>22.5X6.75           | <b>Front Tire Pressure:</b><br>95                 |                                         |                                                                                        |
| <b>Rear Tire:</b><br>235/80R22.5G          | <b>Rear Rim:</b><br>22.5X6.75            | <b>Rear Tire Pressure:</b><br>85                  |                                         |                                                                                        |
| <b>Axle:</b><br>654642857799SHN00857799    | <b>Suspension:</b><br>63462105824002     | <b>Engine:</b><br>10FPH<br>T208190134             | <b>Emissions:</b><br>81FPU              | <b>Transmission:</b><br>1S6310233875                                                   |
| <b>Steering:</b><br>35TND SEC0222352       | <b>Drac:</b>                             | <b>ECM:</b><br>36CRSM<br>R224146                  | <b>ABS:</b><br>920254K00010067          |                                                                                        |

**Open Carr**  
**details)**

There are no op

**Complete:**

**50402-C:**

**60401-C:**

**Current O**

**First Name:**  
Gerald D.

**Business Name:**

**Second Owner:**  
No

**Date Of Purcha:**  
Mar-03-2003

**Options:**

| Option Name |
|-------------|
| 007         |

## Recall Corner

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.

mber for



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:

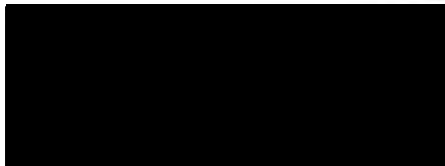
I am the owner of a 2003 Monaco LaPalma, bought new and took delivery in March of 2003. I enclose several work orders that were done during the period of then until now.

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.



Winter address:

Laughlin, Nevada

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]

[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 48083-1174  
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  
www.workhorse.com

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 19<sup>th</sup>, 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.

Sincerely,

  
Blairsville, Georgia 

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

[REDACTED]

Blairsville, GA [REDACTED]

RE: VIN - 5B4MP67G833 [REDACTED]

Dear [REDACTED]

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

11/4/09

*Angelique*

File No. 00011301

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  
www.workhorse.com

877-946-7731  
877-246-7731



CUSTOMER #: 850016

3 5 2 7 4 5

# FISHER CHEVROLET



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YUMA, ARIZONA 85365

PHONE (928) 726-5500

WHOLESALE PARTS - (928) 344-4627

www.fisherchev.com

\*INVOICE\*

PAGE 1

BLAIRSVILLE, GA

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     | TLUSK     |
| 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 QUESTIONAIRE 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

Mich-235/80R22.5  
XRV

Mounted / balanced

\$1676.00

ORIGINAL

FINAL  
REVISED  
ESTIMATE: \$

DESCRIPTION

TOTALS

LABOR AMOUNT

0.00

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jay@itsafisher.com

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(928) 726-5500

EXT. 140

FAX (928) 726-3359



AN AMERICAN  
R-VOLUTION



AUTHORIZED ADDITIONAL  
AMOUNT

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

CUSTOMER COPY



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FAX: 928.505.2252

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Lake Havasu City, AZ 86403

928.681.5823

FAX: 928.681.0419

9350 Shipping Lane

Kingman, AZ 86401

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# Family Motor Coach Association

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## Workhorse brake recall

Wednesday, 13 January 2010 08:17

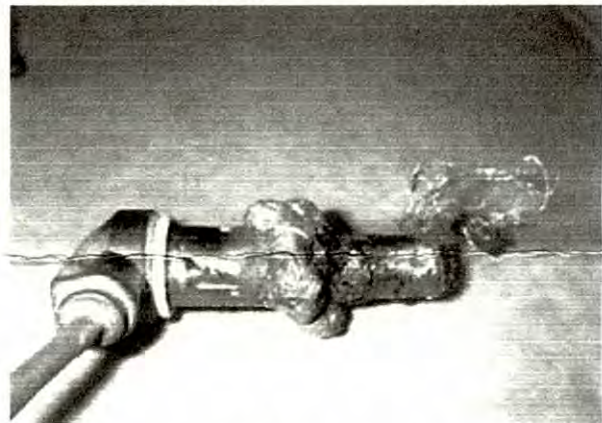
Workhorse Custom Chassis has issued the following technical report to address questions about last year's Workhorse recall concerning a Bosch brake defect.

### 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.



Heat damaged ABS system wheel speed sensors are among the components technicians will inspect to determine whether braking problems are related to the recall.



## **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.

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.

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.



A cracked piston dust seal/boot can be a warning sign.

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.

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