



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 ☐

25-FEB-2008

Reference No.
10219084

OWNER INFORMATION (Type or Print)

Name

Address

City

GETTYSBURG

State PA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/6/08

VEHICLE INFORMATION

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

5B4MP67G84

Make

FOUR WINDS

Model

INFINITY

Model Year

2004

Date Purchased
14-SEP-04

Dealer's Name and Telephone Number
ENDLESS SUMMERSRV

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City
FREDRICK

State

MD

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

034420 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-DEC-2007

Failure Mileage
16598

Failure Speed
25

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 FOUR WINDS INFINITY. WHILE APPROACHING A RED LIGHT AT APPROXIMATELY 25 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL AND IT EXTENDED STRAIGHT TO THE FLOOR. THE VEHICLE DID NOT STOP NORMALLY AND WAS SHUT OFF AND THEN RESTARTED. THE ABS LIGHT ILLUMINATED ON THE INSTRUMENT PANEL AND REMAINED LIT. THE CONTACT DROVE THE VEHICLE TO HER RESIDENCE AND DISCOVERED THAT THE REAR PASSENGER SIDE WHEEL WAS HOT. SHE ALSO NOTICED A BURNING SMELL COMING FROM THE WHEEL. THE VEHICLE WAS TAKEN TO A MECHANIC AND THEY REPLACED THE BRAKE SHOES AND CALIPERS. THERE IS AN OPEN AND CLOSED INVESTIGATION (PE07032) REGARDING THE FAILURE. THE CURRENT MILEAGE WAS 17,000 AND FAILURE MILEAGE WAS 16,598.

scamp site

and rotor had to be turned it was
bumpy scored.

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 to 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.

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

On Dec 20, 2007 I had traveled about 60 miles on Rt. 27 from
Clermont, FL to Sebring, FL with very few stopping situations. I was traveling
in a business area at about 25 miles per hr. upon approaching a traffic
signal I braked and the pedal went to floor. I was shocked
and scared but did get stopped! The dash showed no warning
lights until the motor was turned off and back on. The ABS light
then lit and stayed on. I could smell something hot / the right
rear was too hot to touch. I continued 4 mile to campground with caution.
This happened at mileage of 16598 and we had PA Inspection
of Brakes at 15,315. ATTACH ADDITIONAL SHEETS IF NECESSARY Enclosed letter for
further details.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

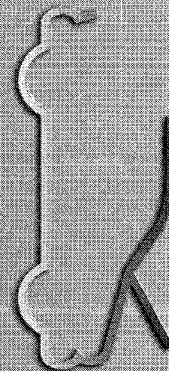
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



[REDACTED]
Gettysburg, PA [REDACTED]
April 6, 2008

Customer Assistance Center
Workhorse Custom Chassis, LCC
850 Stephenson Highway, Suite #510
Troy, MI 48083-1174

Dear Sirs:

I experienced a serious brake problem on our 2004 Infinity by Fourwinds; model 35D Serial # IAA012871 offline 9/03 and received 7/03 on a W-22 Workhorse chassis. V.I.N.. # 5B4MP67G84 [REDACTED] I purchased this unit "new" Sept. 14, 2004. On Dec. 20, 2007 I had traveled about 60 miles for the day, from Clermont, FL to Sebring, FL on Rt. 27, which had very few stopping situations. I was traveling about 25 miles per hour upon approaching a traffic signal at which time I braked and the brake pedal went to the floor before taking hold. I did get stopped, but it sure gave us a scare!! Lights on the dash did not light to show a problem. There was not a place to pull off so I cautiously traveled to the campground, about 1/4 of a mile distance. We could smell a burning smell and the right rear wheel was very hot to touch. In the process I turned the engine off and started it up again and the ABS light came on and stayed on. I called Workhorse on Dec. 20th or the 21st, told them our problem, (the coach had 16560 miles on it but was out of warranty since Sept 14, 2007) they told me the closest service would be Plant City, FL over 100 miles, and said it could be driven there as long as I did not have traffic. This would have been impossible! I did not want to drive it that far—I called a Chevrolet dealer about a 1/4 mile away and they said they would look at it, after a half of a day with them (they checked it with their black box and drove it, but did not pull the wheel) then they said that they did not have the equipment to fix it, saying, it was code: COO 86, shorted warning lamp. So I found Bryan's Auto, Truck & RV Center at Lake Wales, FL about 30 miles away, which I took it to, it took them Three Days to get the parts. Enclosed are copies of the invoice for new rt. rear caliper, brake pads, turning rotor, brake fluid and ABS sensor. They said the caliper had stuck, scoring the rotor and pad, and had gotten so hot it burned out the sensor.

I do not always have access to the internet, but in Feb. 2008, I just happened to discover on the internet that many Workhorse owners are having brake problems. On Feb 22, 2008, I called Workhorse and was told by the representative, that we should have been lubricating the calipers two times a year, no matter the number of miles put on the coach; I was also told that this information is in our manual. I can not find the information to lubricate calipers in my manual.

I continued to search the internet and found that the U.S. Department of Transportation NATION HIGHWAY TRAFFIC SAFETY ADMINISTRATION had an open investigation on overheated brake calipers. Your representative made no mention of this! I filed a report with The Nation Highway traffic Safety Administration on Feb. 25, 2008.

I felt that it would not be safe to drive back from FL to PA with out having all brakes checked, so went to Turning Wheel RV in Ocala, FL. Enclosed are copies of the work done there on March 18, 2008 with mileage of 16815.

I do reside in the state of PA which requires a yearly inspection at a certified inspection garage, which I had done on Oct. 22, 2007 at 15,315 miles, (every year they check two different wheels) the right rear brake and the left front was inspected, and passed.

This is our third motor home since 1997. I never had a previous problem and have put about 60,000 miles total on all motor homes. I had thought that Workhorse was the "Best" and had a great ride. I was very confident driving it. Now I am not so confident and actually somewhat scared!

WHAT I WOULD EXPECT FROM WORKHORSE IS THAT A SERVICE BULLETIN OR WARNING BE PUT OUT FOR ALL OWNERS TO BE INFORMED, AND THAT WORKHORSE TAKE RESPONSIBILITY THAT THEIR BRAKES ARE NOT WHAT THEY SHOULD BE!

Sincerely,
[REDACTED]

cc Nation Highway Traffic Safety Administration

Enclosed: Copies of repairs

01/04/2008 at 04:11 PM
2596

Job Number:

BRYAN'S AUTO TRUCK & RV COLLISION REPAIR

License # [REDACTED]
16420 Hwy. 27
Lake Wales, FL 33859-2524
[REDACTED] Fax: [REDACTED]

PRELIMINARY ESTIMATE

Written By: BRYAN HULSEY
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
gettysburg, PA
Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2004 motor home/infinity Int:

VIN: 5B4MP67G843 [REDACTED] Lic:

Prod Date:

Odometer:

NO.	QTY	DESCRIPTION	EXT.	PRICE	LABOR	PAINT
1#	1	Repl rt rear brake caliper	1	137.49		1.5
2#		Rpr bleed brake sys.			1.0	
3#	1	Repl rt/lt brake pads	1	166.04	2.0	
4#		Rpr diagnostic			1.0	
5#	1	Repl brake fluid	1	10.00		
6#	1	Subl turn brake rotor	1	25.00 X		
7#	1	Repl abs wheel sensor rt rear	1	79.10	0.5	
Subtotals -->				417.63	4.5	1.5

Parts		392.63
Body Labor	4.5 hrs @ \$ 40.00/hr	180.00
Paint Labor	1.5 hrs @ \$ 40.00/hr	60.00
Paint Supplies	1.5 hrs @ \$ 24.00/hr	36.00
Sublet/Misc.		25.00

SUBTOTAL		\$ 693.63
Sales Tax	Tier 1 \$ 693.63 @ 7.0000%	48.55
GRAND TOTAL		\$ 742.18

ADJUSTMENTS:
Deductible

0.00

LUBRICATION ☐		CHANGE OIL ☐	OIL FILTER ☐		
	Gals. Gas @				
	Qts. Oil @				
	Qts. Trans. Fld. @				
	Lbs. Grease @			Total Labor	240.00
	TOTAL			Total Parts	428.63
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.				Total Sublet	25.00
				Environment Charges	
				Shop Supplies	
				Gas, Oil, Grease Trans. Fld.	
				Sub Total	693.63
				TAX	46.80
				TOTAL AMT.	740.43

Turning Wheel RV Center
3040 N.W. Gainesville Road
Ocala FL 34475
Phone #: (352) 368-6645
Fax #: (352) 368-2598
MV49674



RO Number: 1024107
Service Advisor: KARLA
Tag Number:
Ticket Date: 3/18/2008
Cash Out Date: 3/18/2008
Veh Sold Date:

Status:

Proposed Date - Time Completed: 3/18/2008 5:00 PM

Date and Time In: 3/18/2008 7:42:59 AM

Customer Information

Number: 4107466784

Stock Number:

Mileage In

04 THOR
INFINITY

Serial Numbers

16815.5

5B4MP67G84

Mileage Out

16815.5

GETTYSBURG PA

Color:

Type: A

Mech. Rpr	Hours	Customer Pay							
Number Nbr		Requested Repair Description					Item Type	Labor	
OTISPAT	1	6 - LUBE FRONT BRAKE SLIDES, CALIPERS IN FRONT HANGING UP AT SAME TIME CAUSE: DUE TO CALIPERS HANGING UP CAUSED WEAR ON PADS CORRECTION: LUBE CALIPERS . REPLACED FRONT BRAKE PADS , TURN ROTORS AND REPLACE OIL SEALS					1	\$630.00	
	2	0 - CHECK REAR TO SEE IF NEED LUBES , PULL D/S TIRE					1	\$0.00	
Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Pric
1	W8810906	BRAKE PAD KIT	1	0	0	0	1	\$107.00	\$107.00
1	W8000036	FRONT WHEEL SEAL ASSEMBLY	2	0	0	0	2	\$45.00	\$90.00
1	612B	GREASE, 3 OZ.	2	0	0	0	2	\$7.21	\$14.42

Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$54.69	Total Deduct:	\$0.00
Parts Total:	\$211.42	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$630.00	** Other Charges:	\$0.00	Deposit:	\$0.00	Total:	\$896.11

1: Disc \$896.11
2: \$0.00
3: \$0.00

DISCLAIMER OF WARRANTIES - Any warranties on the products sold under this repair order are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the Seller, in no way affects the terms of the manufacturer's warranty.

Signed: _____
I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of locking, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs hereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE. IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE