



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-NHTSA-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-SEP-2008

Repository ☐

Reference No.
10241943

OWNER INFORMATION (Type or Print)

Name

Address

City

DULTH

State

MN

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?
In the absence of an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/21/08 ☒ YES ☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5B4MP67G933

Make

WINNEBAGO

Model

BRAVE

Model Year

2003

Date Purchased

10-17-2003

Dealer's Name and Telephone Number

BULLYAN R V

218-7299111

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

YES ☒

Dealer's City

DULUTH

State

MN

Zip Code

55811

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

WORKHORSE

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-AUG-2008

Failure Mileage
27612

Failure Speed
45

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 2003 WINNEBAGO BRAVE. THE CONTACT STATED THAT THERE WAS A DEFECT WITH THE WORKHORSE CHASSIS. WHILE DRIVING APPROXIMATELY 45 MPH, THE CONTACT HEARD A LOUD SQUEALING NOISE AND THE BRAKES LOCKED ABRUPTLY. PRIOR TO THIS FAILURE, THE ABS WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL AND REMAINED SO UNTIL THE ENGINE WAS TURNED OFF. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY STATED THAT THE MALFUNCTION WAS RELATED TO THE BOSH BRAKE CALIPERS. THE VEHICLE WAS REPAIRED. THE VIN WAS EXCLUDED FROM THE RECALL, ALTHOUGH THE FAILURES WERE IDENTICAL. THE NHTSA CAMPAIGN ID NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 27,612 AND CURRENT MILEAGE WAS 27,631.

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.

Sent To Work Horse on Aug 25

August 25, 2008

Workhorse Customer Service:

On July 28, 2008 coming home from a weekend camping trip the brakes on my 2003 Winnebago motor home that is built on a Workhorse chassis began locking up. I pulled off the road, bled the brakes and pried the pads way from the rotors. I called the Workhorse customer service and was told to take it to a Workhorse dealer repair facility. I went to Boyer Truck in Superior, Wisconsin, the mechanic who inspected the brakes on my motor home is a certified Workhorse technician, he diagnosed the problem that the calipers were sticking or locking up caused by extreme heat which damaged to the rotors and pads, and it also caused the ABS sensor to malfunction.

Ed Johnson at Boyer Trucking told me that we had to replace rotors, brake pads, calipers, rear axel seals and the ABS wheel speed sensor. The parts were ordered and the work was completed in order to make the vehicle safe to operate. When I returned to pick-up my motor home I was told that Workhorse denied the claim against my brakes. I had no choice but to pay the \$1180.76. I contacted Vicki and Jason at the Workhorse customer service and explained my situation. I was informed that my VIN number was outside the government recall #50401-C that is exactly what my problem describes. I have included some of the extensive research on this issue and feel that my bill of \$1180.76 should be covered under this recall.

I am attaching my proof of ownership, copy of work invoice which shows current mileage, recall #50401-C and some articles about this problem. I hope you will carefully look at all of these documents and come to the conclusion that the break problem on my 2003 motor home should also be included in recall #50401-C. I have paid for the repairs to Boyer Trucks, Please sent this claim to me at the address below.

Respectfully

Duluth, MN



A NAVISTAR COMPANY

September 4, 2008

Received from workhorse Sept 4-2008

Duluth, MN

Dear

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, whichever ever occurs first. According to our records, the warranty period for your vehicle expired on October 23, 2005, which would indicate that your warranty had expired almost 3 years prior to the repair for which you are seeking reimbursement. When a necessary repair is required outside of warranty, the customer or extended warranty is responsible for service work, and parts replacement. After review of your chassis history and profile, the government Bosch Brake recall 50401-C does not pertain to your motorhome. Therefore, Workhorse has met all warranty obligation and 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

File No. _____

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

Workhorse Sales Corp Warranty

View Campaign Information

Recall

Campaign Number: 50401-C

Campaign Description: Bosch Brake Calipers

Applicable Labor
Operations: T5002-

Campaign Bulletin:

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers. The defect involves a brake caliper hanging in a partial apply position. A caliper in a partial apply position can overheat, causing damage. The brake system anti-lock feature may be lost if heat damages the anti-lock wheel sensor. There could also be a loss of brake performance. Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to involved vehicles.

Files on Recall:

[50401-C.pdf](#) - View Bosch Brake Calipers Campaign
[Remedy50401-C.pdf](#) - View Remedy

714580
INVOICE



DULUTH SUPERIOR

1202 Susquehanna Avenue • Superior, Wisconsin 54880
Phone 715-394-2470 • Toll 877-394-9652 • Fax 715-394-2469

www.boyertrucks.com
dul.service@boyertrucks.com

CUSTOMER NUMBER:

CASH ACCOUNT
OLD CUSTOMER COD CUSTOMER
202 SUSQUEHANNA AVE
SUPERIOR, WI 54880

DUPLICATE 1
PAGE 2

NAME:		CONT :N/A		SERVICE ADVISOR: 1716 BILL MULLENS			
YEAR	MAKE/MODEL	COLOR	VIN	LICENSE	UNIT NUMBER		
03	WORKHORSE RV		5B4MP67G933				
MILEAGE	TAG	PAYMENT	PO	R.O. OPENED	R.O. CLOSED	STOCK #	
27612		CASH		18AUG08	22AUG08		

OPTIONS: Options: DLR: 1)
DULUTH, MN

NET TOTAL

D COOLANT SWEEL DIOGNOSE AND ADVISE
COOLING SYSTEM

LABOR: 0.00 0.00
ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MISC CHARGES

27.81

Note: If the wheels were removed during
this shop visit, the wheel lug nuts need to
be re-torqued in 500 miles.



STERLING
TRUCKS



METHOD OF PAYMENT
• CASH

UNION
• CHECK
• CREDIT CARD



EMPLOYEE SIGNATURE

MINNEAPOLIS
SIOUX FALLS

ROGERS

LAUDERDALE

SAVAGE

DULUTH-SUPERIOR



DESCRIPTION	TOTALS
LABOR AMOUNT	278.06
PARTS AMOUNT	794.22
SALES TAX	60.50
SUBLET AMOUNT	0.00
WASTE REMOVAL	0.00
MISC.	47.98
LESS ADJ. / DED.	0.00
PLEASE PAY THIS AMOUNT	1180.76

Customer Copy

Keep
Brakes
8-22-08

714580
INVOICE

DUPLICATE 1
PAGE 1



DULUTH SUPERIOR

1202 Susquehanna Avenue · Superior, Wisconsin 54880
Phone 715-394-2470 · Toll 877-394-9652 · Fax 715-394-2468
www.boyertrucks.com
dul.service@boyertrucks.com

CUSTOMER NUMBER: 99912
CASH ACCOUNT
COD CUSTOMER COD CUSTOMER
1202 SUSQUEHANNA AVE
SUPERIOR, WI 54880

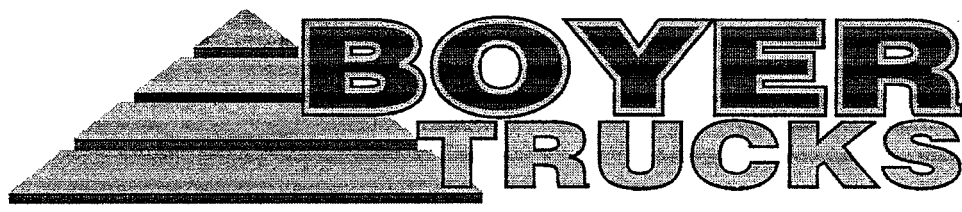
HOME:	CONT : N/A		SERVICE ADVISOR: 1716 BILL MULLENS			
YEAR	MAKE/MODEL	COLOR	VIN	LICENSE	UNIT NUMBER	
03	WORKHORSE RV		5B4MP67G933			
MILEAGE	TAG	PAYMENT	PO	R.O. OPENED	R.O. CLOSED	STOCK #
27612		CASH		18AUG08	22AUG08	

OPTIONS: Options: DLR 1)1
DULUTH, MN

	NET	TOTAL
A ABS LIGHT COMES ON INTERMITTENTLY BRAKES		
Labor:	32.57	32.57
MISC FREIGHT CHARGE		
	12.00	12.00
MISC FREIGHT		
	8.17	8.17
PARTS: 0.00 LABOR: 32.57 OTHER: 20.17 TOTAL LINE A:		52.74
1 CHECK OUT ABS LIGHT COMES ON. GOT CODE FOR L.F WHEEL SPEED SENSOR OPEN. OHMS WHEEL SPEED SENSOR. FOUND OPEN. NEEDS SENSOR. REPLACED L.F SPEED SENSOR. NEEDS TO BE ROAD TESTED.		

B FRONT BRAKES ARE GETTING PROGRESSIVLY LOUDER, DIOGNOSE AND REPAIR BRAKES		
Labor:	245.49	245.49 ✓
1 WCC/12162365 FUSE COVER	39.66	39.66 ✓
2 WCC/W8002188 ROTOR	104.49	208.98 ✓
1 BW/MKD786A DISC PAD SET	77.64	77.64 ✓
2 WCC/W8000276 SEAL-REAR WHEEL	57.80	115.60 ✓
1 R955341 TRNSMTR	51.70	51.70 ✓
2 BW/RR055849 REMAN CALIPER	150.32	300.64
CORE CHARGE	157.50	157.50
-2 BW/RR055849 CORE RETURN	292.40	78.75 -157.50
PARTS: 794.22 LABOR: 245.49 OTHER: 0.00 TOTAL LINE B:		1039.71
1 JACK UP AND PULL OFF ALL WHEELS. TAKE ALL BRAKES APART NEEDS REAR ROTORS, PADS, CALIPERS. FROUNTS ARE OK. PUT BACK TOGETHER FOR NOW. REPLACED ROTORS, PADS, CALI, WHEEL SEALS. TOP OFF BRAKE FLUID.		

C CRUISE CONTROL IS INOP. DIOGNOSE AND REPAIR		
CAUSE: BRAKE SWITCH OUT OF ADJUSTMENT ELECTRICAL ACCESSORIES		
Labor:	0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:		0.00
1 BRAKE SWITCH OUT OF ADJUSTMENT HOOKED UP TECH-2 AND MONITERED CRUISE AND FOUND BRAKE SWITCH SAYING IT WAS APPLIED. ADJUSTED SWITCH AND CRUISE WORKS NOW		



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
SUBLET AMOUNT	
WASTE REMOVAL	
MISC.	
LESS ADJ. / DED.	
PLEASE PAY THIS AMOUNT	

STATE OF MINNESOTA

CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER 5B4MP676931	YEAR 03	MAKE BRAV	MODEL/BODY MH	TITLE NUMBER 01D
DATE ISSUED 11/21/02	ODOMETER 309	TAX BASE 021000	CODE 17	PLATE NUMBER 01D
NEW		10/16/02	EXP 02	
NO SECURITY INTERESTS		D0B		
		OWNER		
		DULUTH MN		



ASSIGNMENT OF OWNERSHIP - BUYER(S) MUST COMPLETE THE APPLICATION ON THE BACK

ODOMETER DISCLOSURE STATEMENT: I (WE) CERTIFY THAT THE ODOMETER NOW READS (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:

☐ ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE

☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE

☐ HAS ☐ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.

Assignment: I (we) certify that this vehicle is free from all security interests, warrant title, and assign the registration tax and vehicle to:

/ /

SELLER'S PRINTED NAME(S)

DATE OF SALE

BUYER'S PRINTED NAME(S)

SELLER'S ADDRESS

DEALER LICENSE #

BUYER'S ADDRESS

SELLER'S SIGNATURE(S)

BUYER'S SIGNATURE(S)

IMPORTANT - PLEASE READ: All information collected on a motor vehicle application is required by law and is used to identify your motor vehicle. Failure to provide required information may result in denial of the requested action. Except for certain uses permitted by federal and state laws, personal information contained in your application may not be disclosed to anyone without your express consent. You may expressly consent to the disclosure of your information by writing to the following address:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
PHONE 651-297-2126 TTY 651-282-6555
mndriveinfo.org



PS2700-12



KEEP IN A SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

SELLER'S NOTICE OF SALE

When you sell this vehicle, you are responsible to file the information below with the Department of Public Safety within 10 days. Please file this information over the Internet at mndriveinfo.org or complete all information on this post card and submit by mail. This notice is not required if sold to a licensed dealer.

Minnesota Statute 168A.10



5B4MP676931

Title Number

Vehicle Identification Number

Date of Sale

Purchaser's Driver License Number

Purchaser's Full Name

Purchaser's Date of Birth

Street Address

MINNESOTA MOTOR VEHICLE REGISTRATION CARD

YR **03** MK **BRAV** MDL **MH**

VIN **5B4MP676931**

GROSS VEHICLE WEIGHT/BASE VALUE **021000**

PLATE # **02/28/03**

STICKER # **79.00**

RECORDED OWNER(S):

DULUTH MN