



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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: 23-SEP-2008
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NOV -6 PM

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: CANTONMENT State: FL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5B4MP67G52[Redacted]
Make: NEWMAR Model: MOUNTAIN AIRE Model Year: 2002
Date Purchased: _____ Dealer's Name and Telephone Number: _____ Engine: [Handwritten] No: Cylinders: [Handwritten]
Original Owner: Dealer's City: PENSACOLA State: FL Zip Code: 32504 Fuel Type: Gas
Transmission Type: Antilock Brakes Powertrain: _____ Vehicle Component Code: 040000 SERVICE BRAKES, AIR
 Cruise Control Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 25-OCT-2007 Failure Mileage: 23539 Failure Speed: 50

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: DOTM9ABC036): _____ 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 2002 NEWMAR MOUNTAIN AIRE MOTOR HOME. WHILE DRIVING 50 MPH, THE CALIPERS BECAME SO HOT THAT THEY BOILED THE OIL OUT OF THE FRONT WHEELS. A MECHANIC REPLACED THE CALIPERS AND THE CONTACT PAID TO HAVE THE SYSTEM FLUSHED. AFTER RETREIVING THE VEHICLE AND DRIVING FOUR BLOCKS, THE BRAKES SNATCHED TO THE RIGHT WHEN THE BRAKE PEDAL WAS DEPRESSED. HE CALLED WORK HORSE THE NEXT MORNING AND WAS INFORMED TO BRING THE VEHICLE BACK. THEY KEPT THE VEHICLE SEVEN DAYS, BUT IT WAS NEVER MOVED. ANOTHER MECHANIC INSPECTED THE VEHICLE AND STATED THAT THE ROTORS WERE FAULTY. A SECOND WORK HORSE APPROVED MECHANIC STATED THAT THE ROTORS WERE THE WORST HE HAD EVER SEEN AND THAT THE HEAT FROM THE CALIPERS CAUSED THE FAILURE. CURRENTLY, THE VEHICLE IS WITH A WORK HORSE APPROVED MECHANIC AWAITING APPROVAL TO BE REPAIRED. THE CONTACT RECEIVED A SAFETY RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 04V019000 (SERVICE BRAKES, AIR:DISC:CALIPER). THE FAILURE MILEAGE WAS UNKNOWN.

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.

When this problem first started this time we were in Tennessee. We pulled into Wal Mart parking lot and oil was boiling out of both front wheels. We called a mechanic and spent the night at ~~his~~ his shop. He pulled the front wheels and worked the Calipers in and out with pry bar to get it free to come home.

We are on a short trip now. I have name & number at home for this mech.

Before we left home for this trip we had it at Mc Kenzie Motors, they called Bill O Neal workhouse Rep. and told him about rotors being caused from Caliper overheating causing the rotors to have heat stress cracks. This was also reported to Sandy Sensing soon after they replaced Calipers.

Mc Kenzie Motor Co contacted Bill O Neal he said he wouldn't let workhouse do anything because it had been too long. Repairs had been made less than 12 months.

I ask to talk to Bill O'Neal & he said he did not talk to customers. I talk to Workhorse customer service they tried to get him to call me. No call yet. I think this repair should be covered by Workhorse as it was caused by the Calipers recall.

We are on a trip since Rotors, pads & seals have been replaced. We have had to have wheel sensors replaced & now right rear wheel calipers are hanging up & we are waiting to have repairs made.

I have spent \$3,459.00 on these repairs in the last few weeks.

I have receipts for money spent at home if you need a copy

[REDACTED]

Centonment, FL

[REDACTED]

Home
cell -

[REDACTED]