



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 <input type="checkbox"/>
23-OCT-2008	Reference No. 10246508

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City PAWLEYS ISLAND	State SC	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
 In the absence of an \_\_\_\_\_ me or address to the vehicle manufacturer.  
 Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_  YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5B4MP67G243	Make WINNEBAGO	Model ITASCA <del>SPORT</del> SUNCRUISER	Model Year 2004
Date Purchased 19 JAN 2004	Dealer's Name and Telephone Number LAZY DAYS 813 246 4333	Engine: No: Cylinders 8	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City SEFFNER	State FL	Zip Code 33548
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain WORKHORSE	Multiple Failure: 2
		Incident Date(s) 14-JUL-2008 19 JUL 2008	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage 27000	Failure Speed 30
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 WINNEBAGO ITASCA SUN VIEWER (NA). WHILE DRIVING 35 MPH, THE BRAKE PEDAL EXTENDED TO THE FLOOR WHEN IT WAS DEPRESSED. THE CONTACT HAD TO DOWNSHIFT IN ORDER TO STOP THE VEHICLE. THE ABS BRAKE INDICATOR ILLUMINATED AND HE DROVE INTO A PARKING LOT IN ORDER TO STOP THE VEHICLE. THE CONTACT CALLED A TOWING COMPANY TO TAKE HIM TO A REPAIR SHOP BECAUSE HE WAS TOO SCARED TO DRIVE THE VEHICLE WITHOUT IT BEING INSPECTED BY A MECHANIC. THE REPAIR SHOP HAD TO REPLACE THE ENTIRE REAR BRAKING SYSTEM. THEY ALSO SERVICED THE FRONT BRAKES. THE CONTACT RETRIEVED THE VEHICLE THE NEXT DAY AND THE FRONT BRAKES FAILED WHILE DRIVING APPROXIMATELY 30 MPH. THE REPAIR SHOP WAS CALLED TO THE SCENE AND THEY COMPLETELY REBUILT THE FRONT BRAKES AGAIN, EXCEPT FOR THE ROTORS. THE TOTAL COST TO REPAIR THE FRONT AND REAR BRAKES WAS \$2,500. THE MANUFACTURER ADVISED HIM TO FILE A CLAIM WITH WORKHORSE BECAUSE THEY MADE THE CHASSIS, WHICH WAS THE CAUSE OF THE FAILURE. THE CONTACT HAS NOT YET HEARD BACK FROM WORKHORSE. THE FAILURE MILEAGE WAS 27,000.

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)

The first breakdown was on 12 July 2008  
The second breakdown was on 14 July 2008,  
30 miles after original service was  
completed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

FLORENCE SC 295

29 OCT 2008 PM 1 3

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

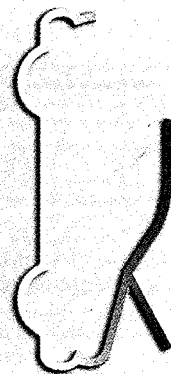
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://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

LARRY'S AUTO CLINIC  
 4719  
 NORTHGATE BLVD.  
 MYRTLE BEACH, SC 29577  
 (843)293-2205

**\*\*Reprint\*\***

Type Invoice # Date Old WO # By  
 IN IN00041742 07/14/08 DB

Account Name-Address Contact  
 MYRTLE BEACH, SC H.  
 W.  
 M.

License # Year-Model Color Mileage Engine Inspection Date  
 04 WORKHORSE 25268 8.1 0 / /  
 PO Number: Tag Number:

=====  
 Item Description Qty Parts Labor FET/Core TC Extension

DATE IN 7/11/08  
 \*\*\*\*\*  
 CUSTOMER REQUESTS ASSESS-  
 MENT OF THE BRAKES ON  
 HIS COACH. STATES THE  
 BRAKE PEDAL WENT TO THE  
 FLOOR, THE ABS LIGHT  
 CAME ON AND THE REAR  
 WHEELS WER VERY HOT.  
 \*\*\*\*\*  
 INITIALLY, THE REAR  
 WHEELS WERE REMOVED TO  
 FIND THE BRAKES ON BOTH  
 REAR WHEELS VERY BADLY  
 DAMAGED FROM SEIZING AND  
 SEVERE HEATING.  
  
 TO RESOLVE THE ISSUE,  
 THE BRAKES ON BOTH REAR  
 WHEELS MUST BE TOTALLY  
 RESTORED INCLUDING  
 ROTOS, CALIPERS, PADS,  
 HOSES AND SEALS.

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 IN IN00041742 07/14/08 DB

Account Name-Address Contact  
 MYRTLE BEACH, SC H.  
 W.  
 M.

License # Year-Model Color Mileage Engine Inspection Date  
 04 WORKHORSE 25268 8.1 0 / /  
 PO Number: Tag Number:

Item	Description	Qty	Parts	Labor	FET/Core	TC	Extension
	██████████ WAS ADVISED AND WITH HIS APPROVAL THAT SERVICE WAS ACCOMP- LISHED AS ITEMIZED.						
715-2002	GREASE FITTING, DRIVE-IN	1.00	4.99			LD	4.99
W8002188	BRAKE ROTOR	2.00	128.20			LD	256.40
35000	SEAL, REAR WHEEL, WORKHORS	2.00	57.67			LD	115.34
W8001709	SENSOR, ABS, FRONT & REAR	2.00	76.09			LD	152.18
W8810906	BRAKE PAD/MKD786A	1.00	108.91			LD	108.91
W8000364	CALIPER & SLIDE	2.00	185.16			LD	370.32
BC1	AEROSOL CLEANER	2.00	3.98			LD	7.96
RTV11	SILICONE SEALANT, GRAY	1.00	10.84			LD	10.84
90W	GEAR OIL	2.00	3.03			LD	6.06
DOT4	BRAKE FLUID, 311BP PINT	2.00	6.22			LD	12.44
DW	TECH DIAGNOSTIC/SVC TIME	5.50		90.12		DW	495.66

IN ADDITION TO THE ABOVE,  
 THE FRONT BRAKES HAVE  
 BEEN INSPECTED AND THE

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\*\*Reprint\*\*

Type Invoice # Date Old WO # By  
 IN IN00041742 07/14/08 DB

Account Name-Address Contact H. W. M.  
 MYRTLE BEACH, SC

License # Year-Model Color Mileage Engine Inspection Date  
 PO Number: Tag Number:  
 04 WORKHORSE 25268 8.1 0 / /

Item	Description	Qty	Parts	Labor	FET/Core	TC	Extension
	CALIPERS HAVE BEEN SERVICED AS RECOMMENDED BY WORKHORSE. THE BELL CRANK WAS ALSO INSPECTED AND IT REMAINS GOOD.						
	THE FOLLOWING LISTS THE SERVICE TIME REGARDING THIS PREVENTIVE SERVICE						
DW	TECH DIAGNOSTIC/SVC TIME	2.00		90.12		DW	180.24

Estimate: Revised: 2nd Rev: Auth by: Telephone: Promised: Auth by: Telephone:

Totals

Parts	1,045.44
Labor	675.90
Other	
FET/Core	
Subtotal	1,721.34
Tax	73.18
Total	1,794.52

Cash: Check: Cr cd: 1794.52 Chrg:

LARRY'S AUTO CLINIC  
 4719  
 NORTHGATE BLVD.  
 MYRTLE BEACH, SC 29577  
 (843) 293-2205

**\*\*Reprint\*\***

Type Invoice # Date Old WO # By  
 WO W000024298 07/17/08 BW

Account Name-Address Contact H. W. M.  
 MYRTLE BEACH, SC

License # Year-Model Color Mileage Engine Inspection Date  
 PO Number: Tag Number: 25268 8.1 0 / /  
 25297

Item	Description	Qty	Parts	Labor	FET/Core	TC	Extension
	ADDITION PARTS DATE071408 *****						
	ADDITONAL PARTS CUSTOMER TO SETTLE UPON RETURN FROM TRIP TO FINISH UP PROCEDURE						
W8000364	CALIPER & SLIDE	2.00	185.16			LD	370.32
W0000274	BRAKE HOSE, LS 02 WH	1.00	78.65			LD	78.65
W0000275	BRAKE HOSE, RF 02 WH	1.00	78.65			LD	78.65
DOT4	BRAKE FLUID, 311BP PINT	1.00	6.22			LD	6.22
	GAS FOR SERVICE CALL	1.00	20.00			LD	20.00
W8810906	BRAKE PAD/MKD786A	1.00	108.91			LD	108.91

FRONT BRAKES FAILED 29 MI. AFTER REPLACING  
 REAR BRAKES AND SERVICE TO FRONT BRAKES

Estimate: Revised: 2nd Rev: Auth by: Telephone: Promised: Telephone:

Totals

Parts	662.75
Labor	
Other	
FET/Core	
Subtotal	662.75
Tax	46.39
Total	709.14

Cash: Check: Cr Cd: Chrg: