



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

2009 FEB -5 11 48 AM '09

1-888-477-4236

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

17-DEC-2008

Repository ☐

Reference No.
10252092

OWNER INFORMATION (Type or Print)

Name

Address

City LAKE BUTLER

State FL

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 1/4/09

VEHICLE INFORMATION

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

5B4MP67001
5B4MP67G01

Make
WORKHORSE

Model
W20

Model Year
2002

Date Purchased

2-7-02

Dealer's Name and Telephone Number

JD Sanders RV Center

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

Alachua

State

FL

Zip Code

32615

9

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

8L Chevrolet Allison TRANSMISSION

Multiple Failure:

Incident Date(s) 5-17-06;

6/30/08; 7/08-9/08

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage
6000

Failure Speed
0

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 2002 WORKHORSE W20. THE CONTACT STATED THAT THE FRONT PASSENGER SIDE CALIPER FROZE, WHICH CAUSED THE ABS INDICATOR TO BURN OUT AND MELT. THIS WAS CAUSED BY THE VEHICLE BEING PARKED FOR A LONG PERIOD OF TIME. THE CALIPER WAS REPLACED BY A DEALER AND NHTSA CAMPAIGN ID NUMBER 04V084000 (SERVICE BRAKES, HYDRAULIC) WAS REFERENCED. THE FRONT PASSENGER SIDE CALIPER FROZE THREE TIMES SINCE THE REPAIR. ALL FOUR CALIPERS HAD TO BE REPLACED WITHIN ONE YEAR. THE CONTACT HAS HAD THE CALIPERS AND BRAKE PADS REPLACED REPEATEDLY, AND THE ROTORS TURNED TO REMEDY THE FAILURES. HE HAS SPENT OVER \$4,000 ON REPAIRS AND HAS ALL THE NECESSARY SUPPORTING DOCUMENTATION. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 6,000 AND CURRENT MILEAGE WAS 12,000.

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 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)

See Attached letter & invoice -

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



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

76
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

or call:

Vehicle Safety Hotline
888-327-4236



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

safercar.gov

January 14, 2008

Andrew Taitz
Chairman & CEO
GVW Holdings
600 Central Avenue
Suite 214
Highland Park, IL 60035

Dear Mr. Taitz:

I am writing to you regarding my 2002 Allegro motor home with a Workhorse Custom Chassis (W20), VIN #5B4MP67G-01. This motor home continues to experience problems with the brake calipers and the brake system, even though the brake calipers were repaired under NHTSA recall 04V084000.

I am not the original owner of this motor home, but purchased it on January 4, 2006. At that time, it had 5,842 miles. The original owner had the brake calipers replaced in October 2003 at 4,182 miles by an authorized Workhorse Custom Chassis dealer because the front and rear left brakes had locked up. At 6,346 miles, the brakes overheated and destroyed the rear speed sensor. The rear brakes were cleaned and adjusted and speed sensor on left side was replaced. The dealer stated that this was a result of the motor home setting up, but I do not agree. Even though no long trips were taken the motor home was driven periodically and was properly maintained. Records of maintenance and dates were furnished by the original owner.

At approximately 11,000 miles (July 2008), while driving in a construction zone in downtown Atlanta, the right front brake locked up and the motor home had to be towed to Camping World for repair. On this same trip (after replacement of the right front caliper and brake pads by Camping World), when I had to have someone repair a flat tire on the right rear, I was informed the rear caliper was also frozen.

When I returned home, I took the motor home to Eddie Accardi Chevrolet (Workhorse Custom Chassis dealer). At 11,650 miles they replaced the right rear caliper assembly, bled the brakes and replaced the right rear and right front wheel speed sensors. At 11,700 miles, at the suggestion of the mechanic I talked with at the Workhorse factory, I had the brake system fluid flushed, the calipers inspected and the brakes bled. On the way home from the dealer, the brakes seized and the ABS sensor burned out and a crackling could be heard from the brakes. The left front and rear calipers had to be replaced. The left front wheel speed sensor was replaced, as well as the hub seal. At 11,824 miles, I experienced brake chatter on medium braking. At that time, all 4 rotors and hubs were pulled. The rotors were turned and all seals and brake pads were replaced. After this repair, I again contacted a mechanic at the Workhorse factory who told me that I would continue to experience problems if I did not have all the brake hoses replaced.

At 11,989 miles, this work was performed. This is not a motor home that has 50 or 60,000 miles on it. At the present time, we still have only 12,500 miles.

I have done some research and understand that I am not the only motor home owner who has had continuing brake problems. The way many owners have resolved this problem is to simply sell or trade in their motor homes. This is not an option for me, especially in this economy. I like the motor home, but have no confidence in the braking system. I was lucky that I was traveling on flat roads while experiencing brake problems, but could see real danger if I had been on a mountain road. I really would like to use this motor home to travel to Alaska, but I ask you, "Would you feel safe traveling with me in this motor home?"

I feel that all the problems I have experienced are a result of the original recall and that I should be reimbursed for the \$5,000+ that I have had to expend in order to keep the brakes working. This has been a great burden on my family because we live on a fixed income. I am also not confident that the brakes are fully repaired. I think that a band aide has simply been applied and that the real reason for the brake failure has not been addressed. Since you continue to manufacture the W20 Workhorse Custom Chassis for other vehicles, apparently you resolved the brake issue. I am asking that you tell me how to address the brake failure problem and that you authorize me to take this to someone who can insure this problem is fully addressed, at your expense. I believe that manufacturers should stand behind their products and that most, when given the opportunity, are anxious to resolve the problem.

I am enclosing all invoices from repairs and evidences of issues other owners have experienced. I have also filed a complaint with the US DOT NHTSA. I also want to emphasize that the low mileage does not mean that we have not used the motor home. Due to high gas prices, we have been forced to take mini-trips. The motor home is driven frequently.

I will be happy to discuss this with you, if you desire to contact me at
look forward to your reply.

I

Sincerely,

Lake Butler, FL

cc:

Red Bay, AL



EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

mazda



02011CVCS152256

CELL: FLA MV # 47669

CUSTOMER NO.	ADVISOR BRANDON BROWN	340	TAG NO.	INVOICE DATE 10/06/08	INVOICE NO. CVCS152256
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,989	COLOR 7	STOCK NO.
	YEAR / MAKE / MODEL 01/WORKHORSE/MOTORHOME			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 5 B 4 M P 6 7 G 0 1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	REPRINT# 1
COMMENTS			MO: 11989		

LABOR & PARTS
J# 1 40CVZ
BRAKE CONCERN
CUSTOMER STATES REPLACE ALL BRAKE HOSES
REPLACED ALL FOUR BRAKE HOSES FRONT AND REAR
COMPLETED
TECH(S):409

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	W0000403	HOSE	93.00
JOB # 1	1	W0000404	HOSE	93.00
JOB # 1	1	W0000274	HOSE	84.84
JOB # 1	1	W0000275	HOSE	84.84
JOB # 1	1	12377967	FLUID 8.800	8.05
JOB # 1 TOTAL PARTS				363.73
JOB # 1 TOTAL LABOR & PARTS				363.73

J# 2+40CVZ03
BRAKE SYSTEM CONCERN
LABOR TO REPLACE
REPLACED BRAKE HOSES
TECH(S):409
INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

G.O.G. & SUPPLIES
JOB # 1
FREIGHT (PARTS)
TOTAL - GOG
10.00
10.00

MISC
JOB # 1
AD ADVERTISING DISCOUNT
CONTROL NO.
TOTAL - MISC
-125.00
-125.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
SHORTED ONE BRAKE HOSE ON ORDER HAD TO O-NIGHT-RICK
OWED \$125.00 FOR ALIGNMENT REFUND

THE ONLY WARRANTIES, IF ANY
APPLYING TO THESE PARTS, AND
FOR SERVICES ARE THOSE OF-
FERED BY THE MANUFACTURER.
THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRAN-
TIES OF MERCHANTABILITY OR FIT-
NESS FOR A PARTICULAR PUR-
POSE, AND THE SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR
IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THESE PARTS
AND/OR SERVICES. BUYER SHALL
NOT BE ENTITLED TO RECOVER
FROM SELLER ANY CONSEQUEN-
TIAL DAMAGES, DAMAGES TO
PROPERTY, DAMAGES FOR LOSS
OF USE, LOSS OF TIME, LOSS OF
PROFITS OR INCOME, OR ANY
OTHER INCIDENTAL DAMAGES.

ALL GM PARTS AND LABOR ARE GUARAN-
TEED FOR 12 MONTHS OR 12,000 MILES
WHICHEVER COMES FIRST.

Shop Supplies and Waste Disposal
*This charge represents costs and prof-
its to the motor repair facility for mis-
cellaneous shop supplies or disposal
[s.559.904(4)].

Tire and Battery Disposal Fee
*The State of Florida requires a \$1.00
fee to be collected for each new tire sold
in the state [s.403.718], and a \$1.50 fee
to be collected for each new or reman-
ufactured battery sold in the state
[s.403.7185].



EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

mazda



02011CVCS152256

CELL:

FLA MV # 47669

CUSTOMER NO.	ADVISOR BRANDON BROWN	340	TAG NO.	INVOICE DATE 10/06/08	INVOICE NO. CVCS152256
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,989	COLOR 7	STOCK NO.
	YEAR / MAKE / MODEL 01/WORKHORSE/MOTORHOME			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	REPRINT# 1
RI	COMMENTS				MO: 11989

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
SATURDAY HOURS 8:00 1:00

THANK YOU FOR GIVING EDDIE ACCARDI CHEVROLET MAZDA THE
OPPORTUNITY TO SERVICE YOUR VEHICLE. IN THE NEAR FUTURE, YOU
MAY RECEIVE A SERVICE SURVEY FROM THE MANUFACTURER OF YOUR
VEHICLE REGARDING THE SERVICE WORK PERFORMED ON YOUR
VEHICLE. PLEASE ANSWER ALL THE QUESTIONS AND RETURN THE
SURVEY. IF YOU ARE NOT ABLE TO RATE US COMPLETELY SATISFIED
THEN PLEASE CONTACT US TO ADDRESS YOUR SERVICE CONCERNS.

SINCERELY,
JIM MCCOY
SERVICE MANAGER

TOTAL LABOR.... 0.00
TOTAL PARTS.... 363.73
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 10.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -125.00
TOTAL TAX..... 17.41

TOTAL INVOICE \$ 266.14

THE ONLY WARRANTIES, IF ANY
APPLYING TO THESE PARTS, AND
FOR SERVICES ARE THOSE OF-
FERED BY THE MANUFACTURER.
THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRAN-
TIES OF MERCHANTABILITY OR FIT-
NESS FOR A PARTICULAR PUR-
POSE, AND THE SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR
IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THESE PARTS
AND/OR SERVICES. BUYER SHALL
NOT BE ENTITLED TO RECOVER
FROM SELLER ANY CONSEQUEN-
TIAL DAMAGES, DAMAGES TO
PROPERTY, DAMAGES FOR LOSS
OF USE, LOSS OF TIME, LOSS OF
PROFITS OR INCOME, OR ANY
OTHER INCIDENTAL DAMAGES.

ALL GM PARTS AND LABOR ARE GUARAN-
TEED FOR 12 MONTHS OR 12,000 MILES
WHICHEVER COMES FIRST.

Shop Supplies and Waste Disposal
*This charge represents costs and prof-
its to the motor repair facility for mis-
cellaneous shop supplies or disposal
[s.559.904(4)].

Tire and Battery Disposal Fee
*The State of Florida requires a \$1.00
fee to be collected for each new tire sold
in the state [s.403.718], and a \$1.50 fee
to be collected for each new or reman-
ufactured battery sold in the state
[s.403.7185].

CUSTOMER SIGNATURE

PAID

OCT 06 2008

Per **Discover**



EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

mazda



0201ICVCS151323

CELL:
FLA MV # 47669

CUSTOMER NO.	ADVISOR BRANDON BROWN	TAG NO. 340	INVOICE DATE 09/04/08	INVOICE NO. CVCS151323
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,824	COLOR 7
	YEAR / MAKE / MODEL 01/WORKHORSE/MOTORHOME			DELIVERY DATE
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RE	FINANCING REFERENCE	COMMENTS	MO: 11829	

LABOR & PARTS

J# 1 40CVZ		BRAKE CONCERN		TECH(S): 409		400.00	
CUSTOMER STATES SHUDDER WHEN BRAKING-BRAKES CHATTER ON MEDIUM BRAKING PULLED ALL FOUR ROTORS AND HUBS HAD ALL FOUR ROTORS TURNED AND REPLACED ALL SEALS AND BRAKE PADS. TEST DRIVE.							
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE			
JOB # 1	1	W8810906	PAD SET	131.80		131.80	
JOB # 1	2	W8000036	SEAL	39.60		79.20	
JOB # 1	1	TURN-RTRS	TURN-RTR RESRFC RT	80.00		80.00	
JOB # 1	2	W8000276	SEAL	69.34		138.68	
JOB # 1	2	W8000275	GASKET	11.04		22.08	
JOB # 1	1	W8810906	PAD SET	131.80		131.80	
JOB # 1	1	TURN-RTR	REAR	80.00		80.00	
JOB # 1 TOTAL PARTS						663.56	
JOB # 1 TOTAL LABOR & PARTS						1063.56	

G.O.G. & SUPPLIES

JOB # 1	FREIGHT (PARTS)				
TOTAL - GOG					20.00
TOTAL - GOG					20.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	MISC SHOP SUPPLIES			
TOTAL - MISC					3.99
TOTAL - MISC					3.99

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
386-496-6465

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
SATURDAY HOURS 8:00 1:00

THANK YOU FOR GIVING EDDIE ACCARDI CHEVROLET MAZDA THE
OPPORTUNITY TO SERVICE YOUR VEHICLE. IN THE NEAR FUTURE, YOU
MAY RECEIVE A SERVICE SURVEY FROM THE MANUFACTURER OF YOUR
VEHICLE REGARDING THE SERVICE WORK PERFORMED ON YOUR
VEHICLE. PLEASE ANSWER ALL THE QUESTIONS AND RETURN THE
SURVEY. IF YOU ARE NOT ABLE TO RATE US COMPLETELY SATISFIED
THEN PLEASE CONTACT US TO ADDRESS YOUR SERVICE CONCERNS.

***** SINCERELY, *****
JIM MCCOY
SERVICE MANAGER

CUSTOMER SIGNATURE

TOTAL LABOR....	400.00
TOTAL PARTS....	663.56
TOTAL SUBLET...	0.00
TOTAL G.O.G....	20.00
TOTAL MISC CHG.	3.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	76.13
TOTAL INVOICE \$	1163.68

PAID
SEP 06 2008
Discover
PBR

THE ONLY WARRANTIES, IF ANY
APPLYING TO THESE PARTS, AND
FOR SERVICES ARE THOSE OFER-
FERED BY THE MANUFACTURER.
THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANT-
TIES OF MERCHANTABILITY OR FIT-
NESS FOR A PARTICULAR PUR-
POSE, AND THE SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR
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WHICHEVER COMES FIRST.

Shop Supplies and Waste Disposal
*This charge represents costs and prof-
its to the motor repair facility for mis-
cellaneous shop supplies or disposal
[s.559.904(4)].

Tire and Battery Disposal Fee
*The State of Florida requires a \$1.00
fee to be collected for each new tire sold
in the state [s.403.718], and a \$1.50 fee
to be collected for each new or reman-
ufactured battery sold in the state
[s.403.7185].



EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

mazda



0201ICVCS151076

CELL FL

CUSTOMER NO.	ADVISOR BRANDON BROWN	TAG NO. 340	INVOICE DATE 08/15/08	INVOICE NO. CVCS151076
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,729	COLOR /
	YEAR / MAKE / MODEL 01/WORKHORSE/MOTORHOME			DELIVERY DATE
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
		P.O. NO.	R.O. DATE 08/07/08	PRODUCTION DATE
COMMENTS				

MO: 11729

LABOR & PARTS

J# 1 40CVZ **BRAKE CONCERN** TECH(S):409 **569.50**
CUSTOMER STATES BRAKES SEIZED UP WHILE DRIVING. ABS SENSOR
BURNED OUT. HEAR CRACKLING FROM BRAKES LIKE OVERHEATED.
LEFT FRONT CALIPER AND LEFT REAR CALIPER HUNG UP.
REPLACE LEFT FRONT AND REAR CALIPERS.
LEFT FRONT WHEEL SPEED SENSOR. ALSO REPLACED HUB SEAL.
CLEARED CODES AND TEST DRIVE VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2	W8000364	CALIPER	185.16	370.32
JOB # 1	1	W8000036	SEAL	39.60	39.60
JOB # 1	1	W8000124	SEAL	75.12	75.12
JOB # 1	1	W8001709	SENSOR	82.18	82.18
JOB # 1	2	12378392	CLEANER 8.800	6.10	12.20
JOB # 1 TOTAL PARTS					579.42

JOB # 1 TOTAL LABOR & PARTS **1148.92**

J# 2 40CVZ03 **BRAKE SYSTEM CONCERN** TECH(S):409 **139.95**
CUSTOMER STATES FLUSH BRAKE FLUID AGAIN, BOILED WHEN BRAKES
OVERHEATED
FLUSHED BRAKE FLUID.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00

JOB # 2 TOTAL LABOR & PARTS **139.95**

G.O.G. & SUPPLIES
JOB # 1 **FREIGHT (PARTS)** **35.00**
TOTAL - GOG 35.00

MISC
JOB # A **SS MISC SHOP SUPPLIES** **3.20**
TOTAL - MISC 3.20

THE ONLY WARRANTIES, IF ANY
APPLYING TO THESE PARTS, AND
FOR SERVICES ARE THOSE OFFERED
BY THE MANUFACTURER. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED
WARRANTIES OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE,
AND THE SELLER NEITHER ASSUMES
NOR AUTHORIZES ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF THESE
PARTS AND/OR SERVICES. BUYER SHALL
NOT BE ENTITLED TO RECOVER FROM
SELLER ANY CONSEQUENTIAL DAMAGES,
DAMAGES TO PROPERTY, DAMAGES FOR
LOSS OF USE, LOSS OF TIME, LOSS OF
PROFITS OR INCOME, OR ANY OTHER
INCIDENTAL DAMAGES.

ALL GM PARTS AND LABOR ARE GUARANTEED
FOR 12 MONTHS OR 12,000 MILES
WHICHEVER COMES FIRST.

Shop Supplies and Waste Disposal
*This charge represents costs and profits
to the motor repair facility for miscellaneous
shop supplies or disposal [s.559.904(4)].

Tire and Battery Disposal Fee
*The State of Florida requires a \$1.00
fee to be collected for each new tire sold
in the state [s.403.718], and a \$1.50 fee
to be collected for each new or remanufactured
battery sold in the state [s.403.7185].



EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

mazda



02011CVCS151076

CELL: FLA MV #4/009

CUSTOMER NO.	ADVISOR BRANDON BROWN	TAG NO 340	INVOICE DATE 08/15/08	INVOICE NO. CVCS151076
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,729	COLOR /
	YEAR / MAKE / MODEL 01/WORKHORSE/MOTORHOME			DELIVERY DATE
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1 3 3 3 7 6 8 1			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
REI	P.O. NO.			R.O. DATE 08/07/08
COMMENTS				

MO: 11729

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
SATURDAY HOURS 8:00 1:00

THANK YOU FOR GIVING EDDIE ACCARDI CHEVROLET MAZDA THE
OPPORTUNITY TO SERVICE YOUR VEHICLE. IN THE NEAR FUTURE, YOU
MAY RECEIVE A SERVICE SURVEY FROM THE MANUFACTURER OF YOUR
VEHICLE REGARDING THE SERVICE WORK PERFORMED ON YOUR
VEHICLE. PLEASE ANSWER ALL THE QUESTIONS AND RETURN THE
SURVEY. IF YOU ARE NOT ABLE TO RATE US COMPLETELY SATISFIED
THEN PLEASE CONTACT US TO ADDRESS YOUR SERVICE CONCERNS.

SINCERELY,
JIM MCCOY
SERVICE MANAGER

TOTAL LABOR.... 709.45
TOTAL PARTS.... 579.42
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 35.00
TOTAL MISC CHG. 3.20
TOTAL MISC DISC 0.00
TOTAL TAX..... 92.89

TOTAL INVOICE \$ 1419.96

THE ONLY WARRANTIES, IF ANY
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FERRED BY THE MANUFACTURER.
THE SELLER HEREBY EXPRESSLY
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OTHER PERSON TO ASSUME FOR
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FROM SELLER ANY CONSEQUEN-
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PROPERTY, DAMAGES FOR LOSS
OF USE, LOSS OF TIME, LOSS OF
PROFITS OR INCOME, OR ANY
OTHER INCIDENTAL DAMAGES.

ALL GM PARTS AND LABOR ARE GUARAN-
TEED FOR 12 MONTHS OR 12,000 MILES
WHICHEVER COMES FIRST.

Shop Supplies and Waste Disposal
*This charge represents costs and prof-
its to the motor repair facility for mis-
cellaneous shop supplies or disposal
[s.559.904(4)].

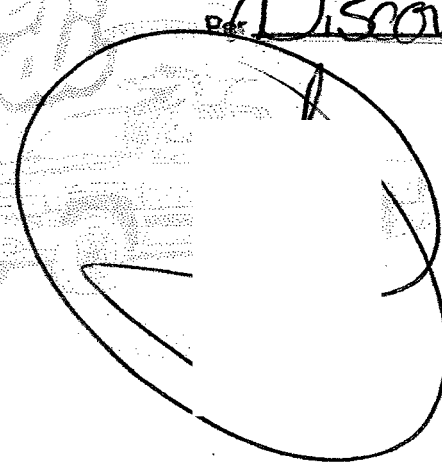
Tire and Battery Disposal Fee
*The State of Florida requires a \$1.00
fee to be collected for each new tire sold
in the state [s.403.718], and a \$1.50 fee
to be collected for each new or reman-
ufactured battery sold in the state
[s.403.7185].

CUSTOMER SIGNATURE

PAID

AUG 15 2008

Discover





EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

MAZDA



02011CVCS150989

FLA MV # 47669

CUSTOMER NO.	ADVISOR BRANDON BROWN	TAG NO. 340	INVOICE DATE 08/06/08	INVOICE NO. CVCS150989
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,700	COLOR /
	YEAR / MAKE / MODEL 01/WORKHORSE/MOTORHOME			DELIVERY DATE
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RE	BR	COMMENTS	P.O. NO.	R.O. DATE 08/04/08
				MO: 11704

LABOR & PARTS

J# 1 02CVZBRAKEFLUSH BRAKE FLUSH TECH(S):409 139.95
CUSTOMER REQUEST BRAKE SYSTEM FLUID FLUSH
FLUSH ALL BRAKE FLUID AND INSPECT CALIPERS
PREVENTATIVE MAINTENANCE DUE TO TIME AND/OR MILEAGE
REPLACE, FLUSH, AND BLEED BRAKE FLUID

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				139.95

J# 2 51CVZ BODY ELECT CONCERN TECH(S):409
CUSTOMER STATES CHECK BRAKES LEFT SIDE
INSPECTED ALL BRAKES NO PROBLEM FOUND.
WITHIN SPECS.AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3+03CVZZWIPERS WIPER BLADES TECH(S):409 0.00
CUSTOMER REQUEST REPLACING FRONT WIPER BLADES
TIME OR MILEAGE MAINTENANCE
COULD NOT LOCATE BLADES-PARTS ON BACK ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4+01CVZ RECOMMENDED MAINT TECH(S):409 0.00
BALANCE R/R WHEEL ONLY
COULD NOT BALANCE TIRE-TO BIG

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

J# 5+03CVZCOACHLUBE MOTORHOME OIL CHANGE TECH(S):409 39.95
CUSTOMER REQUEST LUBE OIL AND FILTER
TIME AND / OR MILEAGE MAINTENANCE
CHANGE ENGINE OIL, UP TO 7 QUARTS, OIL FILTER, INSPECT ALL
FLUIDS, LUBRICATE CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	7	12345621	10W30 8.800	2.60
JOB # 5	1	PH454	FILTER 1836	2.50
JOB # 5 TOTAL PARTS				20.70
JOB # 5 TOTAL LABOR & PARTS				60.65

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EDDIE ACCARDI CHEVROLET-MAZDA

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LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

mazda



02011CVCS150989

FLA MV # 47669

CUSTOMER NO.	ADVISOR BRANDON BROWN	TAG NO 340	INVOICE DATE 08/06/08	INVOICE NO. CVCS150989
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,700	COLOR
	YEAR / MAKE / MODEL 01 / WORKHORSE / MOTORHOME			DELIVERY DATE
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
RE	BI	COMMENTS	R.O. DATE 08/04/08	

MO: 11704

MISC CODE DESCRIPTION
JOB # A SS MISC SHOP SUPPLIES

CONTROL NO

TOTAL - MISC

4.39
4.39

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
SATURDAY HOURS 8:00 - 1:00

THANK YOU FOR GIVING EDDIE ACCARDI CHEVROLET MAZDA THE
OPPORTUNITY TO SERVICE YOUR VEHICLE. IN THE NEAR FUTURE, YOU
MAY RECEIVE A SERVICE SURVEY FROM THE MANUFACTURER OF YOUR
VEHICLE REGARDING THE SERVICE WORK PERFORMED ON YOUR
VEHICLE. PLEASE ANSWER ALL THE QUESTIONS AND RETURN THE
SURVEY. IF YOU ARE NOT ABLE TO RATE US COMPLETELY SATISFIED
THEN PLEASE CONTACT US TO ADDRESS YOUR SERVICE CONCERNS.

SINCERELY,
JIM MCCOY
SERVICE MANAGER

TOTAL LABOR.... 179.90
TOTAL PARTS.... 20.70
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 4.39
TOTAL MISC DISC 0.00
TOTAL TAX..... 14.35

TOTAL INVOICE \$ 219.34

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FOR SERVICES ARE THOSE OF-
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ufactured battery sold in the state
(s.403.7185).

CUSTOMER SIGNATURE

PAID

AUG 06 2008

Per Discover



EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683



02011CVCS150562

FLA MV # 47669

CUSTOMER NO.	ADVISOR BRANDON BROWN	TAG NO. 340 2678	INVOICE DATE 07/24/08	INVOICE NO. CVCS150562
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 11,650	COLOR /
	YEAR / MAKE / MODEL 01 / WORKHORSE / MOTORHOME			DELIVERY DATE
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
		P.O. NO.	R.O. DATE 07/17/08	PRODUCTION DATE
COMMENTS				

MO: 11655

LABOR & PARTS

J# 1 40CVZ

BRAKE CONCERN

TECH(S): 409

527.00

CUSTOMER STATES BRAKES LOCKING UP R/F CALIPER MONT RELEASE
RIGHT REAR BRALES LOCKED UP-ABS LIGHT ON.
RIGHT REAR CALIPER LOCKING UP. RIGHT REAR ANS RIGHT FRONT
WHEEL SPEED SENSORS SHORTED INTERNALLY.
REPLACED RIGHT REAR CALIPER ASSEMBLY. BLEED BRAKES
AND REPLACE RIGHT REAR AND RIGHT FRONT WHEEL SPEED
SENSORS. TEST DRIVE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		W8000364	CALIPER	185.16
JOB # 1	2		W8001709	SENSOR	82.18

JOB # 1 TOTAL PARTS

185.16

164.36

349.52

JOB # 1 TOTAL LABOR & PARTS

876.52

G.O.G. & SUPPLIES

JOB # 1

FREIGHT (PARTS)

TOTAL - GOG

25.00

25.00

MISC

JOB # A

CODE

DESCRIPTION

CONTROL NO

SS MISC SHOP SUPPLIES

TOTAL - MISC

5.99

5.99

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
SATURDAY HOURS 8:00 1:00

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THEN PLEASE CONTACT US TO ADDRESS YOUR SERVICE CONCERNS.

SINCERELY,
JIM MCCOY
SERVICE MANAGER

TOTAL LABOR	527.00
TOTAL PARTS	349.52
TOTAL SUBLET	0.00
TOTAL G.O.G.	25.00
TOTAL MISC CHG.	5.99
TOTAL MISC DISC	0.00
TOTAL TAX	63.53

TOTAL INVOICE \$ 971.04

THE ONLY WARRANTIES, IF ANY
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FOR SERVICES ARE THOSE OF-
FERED BY THE MANUFACTURER.
THE SELLER HEREBY EXPRESSLY
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to be collected for each new or reman-
ufactured battery sold in the state
[s.403.7185].

CUSTOMER SIGNATURE

PAID
JUL 25 2008
Per Discover



CAMPING WORLD

Retail Sales

505 Parkway 575 Woodstock, GA 30188 770-926-6101

[illegible]

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LAKE CITY, FLORIDA 32056
(386) 752-6933 FAX (386) 755-1683

mazda



02011CVCS127058

FLA MV # 47669

CUSTOMER NO.	ADVISOR ALBERT E BULLARD	TAG NO. 418	INVOICE DATE 05/30/06	INVOICE NO. CVCS127058
LAKE BUTLER, FL	LABOR RATE	LICENSE NO.	MILEAGE 6,346	COLOR /
	YEAR / MAKE / MODEL 01/WORKHORSE/MOTORHOME	DELIVERY DATE		
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 1	SELLING DEALER NO.		
	F.T.E. NO.	P.O. NO.	P.O. DATE 05/17/06	
COMMENTS		MO: 6346		

LABOR & PARTS
J# 1 40CVZ03 **BRAKE SYSTEM CONCERN** **TECH(S): 421** **245.00**
 C/S ANTI LOCK BRAKE LT ON BRAKES SEEMED TO FREEZE UP AND
 LIGHT CAME ON
 TECH CHECKED REAR BRAKES REMOVED WHEELS AND TIRES FOUND REAR
 BRAKES NEEDS CLEANED AND ADJ AND SPEED SENSOR BAD LEFT SIDE
 REPLACED SENSOR AND CLEANED REAR BRAKES
 PROBLEM CAME FROM SETTING UP

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1		W8000045	SENSOR	88.16	88.16
JOB # 1 TOTAL PARTS						88.16
JOB # 1 TOTAL LABOR & PARTS						333.16

J# 2 50CVZ **ENG ELEC CONCERN** **TECH(S): 421** **196.00**
 C/S ENG FLASHERS INOP
 TECH CHECKED AND FOUND FLATCHER SWITCH BAD AND REPLACED
 F

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1		782-2165	FUSE	1.18	1.18
JOB # 2	1		W8000543		216.09	216.09
JOB # 2 TOTAL PARTS						217.27
JOB # 2 TOTAL LABOR & PARTS						413.27

G.O.G. & SUPPLIES
JOB # 1 **FREIGHT (PARTS)** **45.00**
TOTAL - GOG **45.00**

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	MISC SHOP SUPPLIES		30.00
TOTAL - MISC				30.00

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
 LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 ***** SATURDAY SERVICE HOURS 8:00 TO 5:00 *****
 TIRES *** TIRES *** TIRES *** TIRES *** TIRES *** TIRES *** TIRES ***
 FREE LIFETIME ROTATION AND ROAD HAZARD INSURANCE ON SET OF 4

SEE YOUR ADVISOR FOR DETAILS.

TOTAL LABOR....	441.00
TOTAL PARTS....	305.43
TOTAL SUBLET...	0.00
TOTAL G.O.G....	45.00
TOTAL MISC CHG.	30.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	57.50

TOTAL INVOICE \$ 878.93

PAID

MAY 30 2006

EDDIE ACCARDI CHEVROLET-MAZDA

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 to be collected for each new or reman-
 ufactured battery sold in the state
 (s.403.7185).

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 09:20am



EDDIE ACCARDI CHEVROLET-MAZDA

4316 U.S. Highway 90 West
(386) 752-6933
LAKE CITY, FLORIDA 32056

mazda 8777

MV#

87480

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ	SHOP SUPPLIES	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/28/02	55696	1185	418	409 409	C C	11CVZ 60CVZ	MINOR ENGINE CONCERN INT TRIM CONCERN

SALESPERSON NO.

SERVICE

STATE REG# 16791

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL OTHER ☐	VEHICLE I.D. NO. 5B4MP67G01	YEAR/MAKE/MODEL 01/WORKHORSE/MOTORHOME	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 87480
CALL WHEN READY ☐ YES ☐ NO	LIVE OAK, FL	CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 10/27/03
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	RESIDENCE PHONE	BUSINESS PHONE	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
APPOINTMENT ☐ Yes ☐ No	TIME RECEIVED 11:06am	DATE/TIME FINISHED 10/27/03 05:30pm	TURBO	MMC	AIR COND.	P.S.
			TRANS	MILEAGE 4,182	ADVISOR NO. 411	ADVISOR DENNIS C. GREEN

TERMS: STRICTLY CASH. I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to 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 to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express warranty is hereby acknowledged on below vehicle to return the amount of repair invoice. THE ONLY WARRANTIES, IF ANY, APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER HEREBY ASSUMES NOO AUTHORITY ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY OR CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

SIGNED: *[Signature]* DATE:

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X **C 40CVZ BRAKE CONCERN** *Front Hubs 1.2 r.1
Hubs 0.2 r.1
10/11 0.7 r.1*

CUSTOMER STATES FRONT AND REAR LEFT BRAKES LOCKED UP, AFTER COOLING DOWN THE BRAKES FREED UP

409 ✓ Brake System found Has old style Calipers Replaced all 4 calipers Had to Remove Rear Hubs & Drop Rear Axle to

C 41CVZ ABS CONCERN *Replace Top Rear*

CUSTOMER STATES ABS LIGHT ON

409 ✓ Found H.P. & Pins

C 51CVZ BODY/ELECT CONCERN *Rear Speed Sensor Bad & Replaced*

CUSTOMER STATES TURN SIGNAL SWITCH WON'T CANCEL

409 No problem found At This Time

4 L.O.F.

409 completed

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH CHARGES WILL BE CREDITED IF WORK PERFORMED

CHARGE FOR ESTIMATE ORIGINAL ESTIMATE

NAME AND PHONE NUMBER OF ALTERNATE AUTHORIZER: ADDITIONAL AUTHORIZED \$ AMOUNT

ADD'L REPAIRS AUTHORIZED BY: CUSTOMER CONFIRMATION ID #

REVISED AUTHORIZED \$ ESTIMATE AUTHORIZATION RECEIVED BY / DATE / TIME

MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL

"THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL"

CHARGES ARE BASED ON ☐ COMBINATION OF HOURLY AND FLAT RATES

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 \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: DATE:

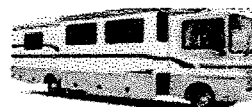
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify, or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$5.00. CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

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Recall Corner — January 2005

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) 946-7731. Owner notification began in August 2004.

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