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July 13, 2009

EXECUTIVE SECRETARIAT JUL 21 PM 4:17

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RECEIVED - NHTSA

Workhorse—Recall
850 Stephenson Highway
Suite 501
Troy, Michigan 48083

Subject: Safety Recall #50901-C

Gentlemen:

My 2005 Allegro Motor Home (5B4MP67G843 [REDACTED]) is the subject of a safety recall notice (5091-C) which I received in late May 2009.

In December 2008, we began to experience a "brake dragging sound," so we took the motor home in to Boudreaux Automotive in Gonzales, Louisiana, for inspection. Boudreaux has a long, well-respected history of motor home/chassis repair.

The shop determined that the brake linings were in bad shape, even though the vehicle only had 32,000 miles. Calipers appeared to be in decent condition, except for a little rust. They were cleaned and re-installed. Front and rear brake linings and rotors were changed (See Invoice #35422).

On January 6, 2009, we embarked on a trip and soon became aware of a burning smell. Examination of the tires revealed an overheated rear tire. We called Boudreaux Automotive and they advised letting the tire cool and then coming in to the Shop. The problem was a caliper, which was changed, and we went on our way (See Invoice #35573).

On March 25, 2009, while on a trip, west of Beaumont, Texas, we experienced the motor home "pulling" to the right and the smell of smoke. We pulled over and the right-front tire was smoking and red-hot fluid was leaking from the wheel. We went to a local Chevrolet agency and they diagnosed the problem as calipers. They directed us to a local shop since the Chevrolet Agency had no truck repair facility.

Lake Garage in Sour Lake, Texas, examined our front tires, wheels, etc. and concurred with the diagnosis. The necessary repairs were made, we went on our way and the motor home is performing admirably. There have been no other problems (See Invoice #0154).

BT
4:17
7/24/09
NW

We did not contact Workhorse, since our motor home is five years old and out of warranty. According to your letter, an investigation of defective parts is ongoing since November 2007. Regrettably, motor home owners were not notified of pending problems. Evidently, Tiffin Motor Homes (Allegro) was never notified. Mr. Inman of Tiffin Company indicates a support of efforts to receive reimbursement.

Further, Boudreaux Automotive feels that in view of circumstances, the remaining original caliper should be changed. Our new rear brake lining is in possible danger!

We respectfully request reimbursement for all expenses incurred.

Sincerely,

[REDACTED]

[REDACTED]

Gonzales, LA [REDACTED]

[REDACTED]

- Attachments:
1. Boudreaux Invoices—Shell MasterCard activity noted w/auto-pay (Bank Draft).
 2. Lake Garage—Invoice w/paid credit card stub.
 3. Registration



Workhorse Custom Chassis
P.O. Box 110, 922 South State Route 32
Union City, IN 47390 USA

navistar.com

A NAVISTAR COMPANY

SAFETY RECALL 50901-C

MAY 2009

INTERIM NOTICE

Dear Workhorse Customer,

This notice is sent to you in accordance with the requirements and approval of the National Traffic and Motor Vehicle Safety Act.

The recall

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in certain W20, W21 and W22 motor home chassis built from July 24, 2000 through December 19, 2007.

Description of defect

Certain RV applications equipped with axles that include Bosch ZOPS or Bosch ZOHT Pin Slide hydraulic disc brakes when combined with occasional or seasonal vehicle operation may experience calipers sticking in the applied position. This can result in abnormal heat generation at the wheel end causing brake drag. Although the driver would normally have warning of the brake drag - if undetected by the driver, the temperature increase at the wheel end can eventually lead to soft pedal conditions due to brake fluid boil, and possible extended stopping distance.

Is my motor home chassis affected?

This brake recall is only for Workhorse W20, W21 and W22 motor home chassis, built from July 24, 2000 through December 19, 2007. Affected owners will be notified based on the VIN and the vehicle build date.

Are there warning indicators that precede a brake failure?

The defective brake calipers on certain motor home chassis may cause hot brakes, brake drag, overheating, melting of the anti-lock brake sensor, and in a small number of cases, boiling brake fluid, which may result in loss of brake function.

There are some related symptoms commonly reported by complainants and verified by field testing that indicate the problem could be developing. These warning signs include the following:

- A distinct "brake burning" smell.
- One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- The brake pedal feels mushy or goes to the floor - this is indicative that the brake fluid in the vehicle is possibly boiling and therefore the brake system losing its effectiveness.
- Motor homes that are kept in storage for long periods of time or that are driven in moist environment conditions are more likely to be susceptible to failure.

What should I do if I experience any of these indicators?

If you have any of the above symptoms, please pull over and examine the wheel ends for excessive heat. In the event that you do experience symptoms, we would suggest that you contact a Workhorse service center immediately for evaluation and possible temporary repairs. Our service center network has been notified of this problem and can take appropriate action to repair one or more dragging brake calipers until such time that the final remedy can be performed.

INTERIM NOTICE

ATT -
DANNY INMAN**Why is this an interim letter?**

This voluntary recall is a result of an investigation that Workhorse commenced in November 2007, in conjunction with the National Highway Traffic Safety Administration. Workhorse has decided to recall certain motor home chassis built with the Bosch ZOHT and ZOPS brake calipers from July 24, 2000 through December 19, 2007. When the final remedy is identified, owners will be instructed to bring their vehicles to a Workhorse service center to have the recall performed.

Workhorse has worked diligently with our current brake supplier Bosch, and NHTSA to identify and correct the problem. Significant resources have been allocated to gain a full understanding of the matter. While the problem has now been identified, a final remedy must still be determined. Therefore we are sending this interim letter to alert you about the recall and provide you with instructions for safe driving until such time as the new parts are available.

When will the actual recall letter arrive?

A notification date has not been determined as of the date of this letter. When available, Workhorse will notify you by letter to bring your motor home in for repair. **At that time you should contact your local Workhorse service center and make an appointment, even if you have not experienced any brake warning indicators.**

How will the actual recall work?

Workhorse will notify all owners of the identified vehicles with a letter asking that the owner bring the motor home to a service center when a sufficient number of replacement parts are available. The service center will perform the remedy free of charge. The remedy will not routinely include the installation of new brake linings or rotors or any other part that would be considered maintenance. However, in the event that a vehicle has experienced the condition resulting in overheating and damage to the linings, rotors, or other components, they will also be replaced free of charge.

What will this recall do for me?

In voluntary compliance with the National Traffic and Motor Vehicle Safety Act, Workhorse will provide a remedy **at no cost to you.**

If you have previously replaced a brake caliper on a motor home chassis involved in this recall, you may be eligible for reimbursement on certain repairs made after November 16, 2007. Please contact your local Workhorse service center or Workhorse Custom Chassis directly. However, Workhorse is not required to reimburse owners for collateral costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.).

There are numerous other causes for caliper failures such as insufficient maintenance, riding the brakes, or overuse of the brakes on long downgrades. Workhorse will not reimburse owners for these type of failures or resulting damage.

Answers to possible questions

- Service Centers capable of performing the brake recall are listed on the website www.workhorse.com. This website will be updated with any new information.
- Workhorse will only tow your unit to complete the brake recall if deemed necessary by Workhorse service personnel.
- Workhorse will not pay for a rental for you as a result of this recall.
- Failures encountered before the new parts become available will be repaired under warranty using the current designed parts.

If you have further questions or need assistance you may contact Workhorse at 877.246.7731. You may also contact the Administrator, National Highway Traffic Safety Administration, at 1200 New Jersey Avenue, SE, Washington DC 20590, or toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.