



OCT 20 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

07-AUG-2009

Repository

Reference No. 10279692

OWNER INFORMATION (Type or Print)

Name

Address

City

MILLINGTON

State

NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

5B4KP57G523

Make WINNEBAGO

Model ITASCA

Model Year 2008

Date Purchased

Dealer's Name and Telephone Number

Engine: No: Cylinders

Fuel Type: GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

19-JUL-2009

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 045100 SERVICE BRAKES, AIR: DISC: CALIPER

Failure Mileage 43000

Failure Speed 40

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: DOTM4L9ABC036)

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 SUNOVA ITASCA RV (NA). WHILE DRIVING 40 MPH, THE CONTACT SMELLED AN ODOR SIMILAR TO BRAKE FLUID. HE CONTINUED TO DRIVE THE VEHICLE AND THEN PULLED OVER FOR APPROXIMATELY ONE HOUR. HE TOUCHED THE HUBCAB ON THE DRIVER'S SIDE OF THE VEHICLE AND NOTICED THAT IT WAS EXTREMELY HOT. HE PULLED OUT THE FIRE EXTINGUISHER BECAUSE HE BELIEVED THAT THE VEHICLE WOULD CATCH FIRE. THE CONTACT CALLED A TRUCK CENTER AND THE MECHANIC STATED THAT THE CALIPERS WERE FAULTY. THE MECHANIC STATED THAT THEY HAVE INSPECTED SEVERAL MOTORHOMES WITH THE IDENTICAL FAILURE. WORKHORSE WAS CALLED AND THEY STATED THAT THE VEHICLE DID NOT QUALIFY FOR THE BRAKE RECALL REPAIR. THE MOTORHOME IS CURRENTLY AT THE DEALER. THE VEHICLE WAS REPAIRED AT THE COST OF \$700. THE FAILURE AND CURRENT MILEAGES WERE 43,000.

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.

[REDACTED]
[REDACTED]
Millington, NJ [REDACTED]

Randy Reid, Chief, Correspondence Research Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

Dear Mr. Reid:

Re: Defective Workhorse RV Brake Calipers

On 19 July 2009, while driving my 2003 Winnebago RV at approximately 40 MPH I smelled a strong odor similar to burning brake fluid. As I pulled off the road, the brakes failed and the brake pedal depressed down to the floor. After the vehicle came to a halt, I inspected the driver's side wheel and found it to be so hot that it burned my fingers. I immediately got my fire extinguisher in anticipation of a fire.

The vehicle was later taken to an authorized workhorse chassis repair center. An inspection of the brakes revealed that the front brake calipers had seized. The repair was completed by Springfield Truck Center, phone number 973 376 0222 (see copy of service Invoice). Springfield Truck Center, a Workhorse authorized service center, confirmed that the brake calipers were the original ones.

Apparently the manufacturer of the Workhorse chassis for my RV is aware of the defect in the brake calipers and has instituted a recall. When I contacted a Workhorse representative, I was advised that my vehicle's VIN number (5B4KP57G523 [REDACTED]) did not fall into the range of their recall. However, rvforum.net, a link from its own website, contradicts the Workhorse representative's statement. Regardless, I believe that this admittedly dangerous brake defect should be recognized and corrected by the manufacturer. In my case, I would expect Workhorse to reimburse me for the repair.

Very truly yours,
[REDACTED]



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. A distinct "brake burning" smell.
- b. One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- c. An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- d. Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- e. A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- f. 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.
- g. 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

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>.

Did You Know

About the irv2.com website? If you haven't had a chance to log on, I recommend you take the time and do so. There is a ton of information available, ranging from the "general" to the "specific". Take a look; I think you will find it very informative.

Chaplains Corner

1 Thessalonians 5: 16-18

Be joyful always; pray continually; give thanks in all circumstances, for this is the God's will for you in Christ Jesus.

Several years ago, a family drove East in their motorhome to spend Thanksgiving Day with their relatives. On the way they had trouble with the engine overheating. Fortunately, they found a gas station open where a mechanic on duty. Unfortunately, he didn't have the parts needed to make the necessary repairs. So, they were delayed until he could locate them. They finally arrived late at night where their loved ones were waiting anxiously. Their troubles weren't over. By morning, most of them had the flu. When the time came for them to hit the road to return home, they still weren't feeling well. To make matters worse, about halfway home, even the baby became ill. Worn out, discouraged, they continued on in silence - feeling very sorry for themselves. Then suddenly, one of the little tykes in the back piped up and said "whatever happened to Thanksgiving?" That's the way we sometimes react to adversities. When all is well and things are going our way, it's easy to praise the Lord. But when our plans are interrupted, when the bills pile up, when family or fiends fail us, when our health fails, or when disappointments come, thankfulness disappears. In 1 Thessalonians 5:18, the Bible tells us to give thanks in everything! When we do that, we won't have to ask, "What ever happened to Thanksgiving?" Everyday will be Thanksgiving.

Submitted by: Carlton B Guertler, D. Min
WCMC Chaplain

Brake recall campaign on W-series Workhorse Custom Chassis

Workhorse Custom Chassis is conducting a brake recall campaign in compliance with National Traffic and Motor Vehicle Safety Act.

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exist in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

Reason for this safety recall campaign

The defect involves brake caliper hanging in a partial apply position. A caliper in a partial apply position can get extremely hot causing severe damage to brake parts. The brake system anti-lock feature can be lost if the heat damages the anti-lock wheel sensor. Also, there could be a loss of brake performance.

Vehicle involved

All W series motorhome built between August 10, 2000 and July 29, 2002 are involved.

The VIN range is as follows: (The last 8 digits of 17 digit VIN starting with 5B4)

Model Year 2001—13325068 to 13337849

Model Year 2002—~~23336034 to 23356051~~ ←

Model Year 2003—33354476 to 33356806

Catalytic Converter recall campaign on 8.1L gasoline engine Workhorse Custom Chassis

Workhorse Custom Chassis is conducting a voluntary emission recall on 2003 models with the 8.1L gasoline engine to replace Catalytic Converters.

Reason for this safety recall campaign

Incorrect Catalytic Converters were installed on your 2003 model chassis. These Catalytic Converters do not provide the emission control level that is stated on the label.

Vehicle involved

All 2003 Workhorse Custom Chassis models with the 8.1L gasoline engine.

The VIN range is as follows: (The last 6 digits of 17 digit VIN starting with 5B4)

355763 to 376235

5926

117597

INVOICE



MELBOURNE BEACH, FL
 HOME: [REDACTED] BUS:
 CELL: [REDACTED]

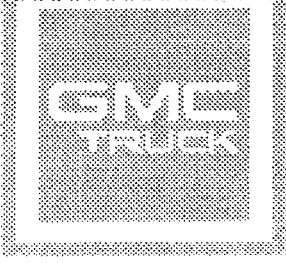
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SERVICE ADVISOR: 28 JEFF BRIGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	03	WORKHORSE MOTORHOME	5B4KP57G523		43290/43290	15533	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN50 DD			17:00 11AUG09		99.50	CASH	13AUG09

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:06315
 12:34 11AUG09 10:27 13AUG09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK FRONT BRAKES AS REQUIRED CAUSE: FOUND CALIPERS SEIZED BF REPLACE BOTH FRONT BRAKE CALIPERS, SEALS AND PADS, MACHINE ROTORS, REPACK WHEEL BEARINGS							
				28 CP 4.50		447.75	447.75
1	18028756		PAD KIT		75.90	75.90	75.90
2	15617869		SEAL UNIT		31.67	31.67	63.34
2	SBF		BRAKE FLUID		4.10	4.10	8.20
1	12377981		CLEANER		5.45	5.45	5.45
2	19141605		CLPR REM		158.32	158.32	316.64
SUBL 2 - ROTORS				CP		85.00	85.00
43290 FOUND CALIPERS SEIZED (UNIT NEEDS FRONT ROD ASSEMBLY)							



LIMITED LABOR WARRANTY
 THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE FRONT OF THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.
 DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE FRONT OF THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.
 ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.
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DESCRIPTION	TOTALS
LABOR AMOUNT	447.75
PARTS AMOUNT	469.53
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	85.00
HAZARDOUS WASTE SHOP SUPPLIES	6.13
TOTAL CHARGES	1008.41
LESS DISCOUNT	0.00
SALES TAX	70.59
PLEASE PAY THIS AMOUNT	1079.00