



SEP 17 2009

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: 18-AUG-2009
Repository:
Reference No.: 10280808

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED] Evening Telephone Number: [REDACTED]
City: NITRO State: WV Zip Code: [REDACTED]

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: 5B4LP37J2X3 [REDACTED]
Make: DAMON Model: DAYBREAK Model Year: 2000
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED] No: Cylinders: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 09-AUG-2009
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Failure Mileage: 21900 Failure Speed: 45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMAL9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 2000 DAMON DAYBREAK MOTOR HOME WITH A WORKHORSE P32 BRAKING SYSTEM. WHILE DRIVING 45 MPH HE APPROACHED A RED LIGHT AND ATTEMPTED TO ENGAGE THE BRAKE PEDAL WHICH EXTENDED TO THE FLOOR AND FAILED TO STOP THE VEHICLE. IF THE TRAFFIC LIGHT DID NOT CHANGE TO GREEN IT COULD HAVE CAUSED A CRASH. THE VEHICLE BEGAN TO LOSE SPEED EVEN AFTER HE ATTEMPTED TO ENGAGE THE BRAKE PEDAL. AFTER APPLYING EXTREME FORCE TO THE BRAKE PEDAL, THE CONTACT WAS ABLE TO STOP THE VEHICLE AND DRIVE TO A LOCAL REPAIR FACILITY. THE MECHANIC STATED THAT THE RIGHT FRONT AND RIGHT REAR CALIPER WERE FROZEN WHICH CAUSED THE BREAKS TO OVER HEAT, THE BRAKE FLUIDS TO BOIL AND CAUSED HIM TO LOSE THE ABILITY TO STOP THE VEHICLE. THE TWO RIGHT FRONT AND REAR BRAKE CALIPERS, ROTORS AND HOSES WERE REPLACED. THE CONTACT WAS ADVISED THAT THE FAILURE IS COMMON ON WORK HORSE TRAILERS. NHTSA CAMPAIGN ID NUMBER: 09V110000 EA07016 NHTSA ACTION NUMBER: EA07016 COMPONENT: SERVICE BRAKES, HYDRAULIC) IS RELATED TO THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 21,900.

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)

Attached is a copy of the brake repair work done on my R.V. and a copy of the Workhorse Chassis Brake Recall Campaign 50901-C. After spending many hours on the internet reading about workhorse chassis owner's brake problems it is very clear to me that Workhorse Chassis has not gone far enough to recall all of the brake failures on the Workhorse Chassis. Time after time I read about R.V. owner's brake failures that were exactly what I experienced. The brake failures on the Workhorse Chassis seems to go way beyond what Workhorse has recalled.

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



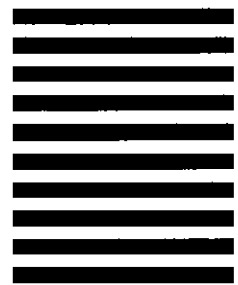
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



CHARLESTON WV 253 10 SEP 2009 PM 11



Crosspoint

TERMS: NET 30 unless otherwise specified. A SERVICE CHARGE OF 1.5% PER MONTH (EFFECTIVE APR 19.6%) WILL BE CHARGED ON PAST DUE ACCOUNTS. Please check this invoice for accuracy. If a discrepancy is found, call your servicing location immediately & we will promptly respond.

CHARLESTON BRANCH
602 NEW GOFF MT. ROAD
CROSS LANES, WV 25313-
(304)769-1012

| |
|---|
| INVOICE NO |
| 083-93543 |
| REMIT TO: P.O. BOX 663811 INDIANAPOLIS, IN 46266 |

BILL TO**OWNER**

[REDACTED]
REDHOUSE,, WV [REDACTED]

[REDACTED]
REDHOUSE WV [REDACTED]
[REDACTED]

PAGE 1 OF 2

*** CASH ***

| DATE | CUSTOMER ORDER NO. | DATE IN SERVICE | ENGINE MODEL | PUMP NO. | EQUIPMENT MAKE |
|--------------|--------------------|-----------------|-------------------|-----------|-----------------|
| 14-AUG-2009 | VISA | | 999 | | REC VEHICLE |
| CUSTOMER NO. | SHIP VIA | FAIL DATE | ENGINE SERIAL NO. | CPL NO. | EQUIPMENT MODEL |
| 506229 | | 24-JUL-2009 | 99 | | MOTOR HOME FE |
| REF. NO. | SALESPERSON | PARTS DISP. | MILEAGE/HOURS | PUMP CODE | UNIT NO. |
| 130711 | 71247 | | 22140 | | 313008 |

| QUANTITY ORDERED | BACK ORDERED | QUANTITY SHIPPED | PART NUMBER | DESCRIPTION | PRODUCT CODE | UNIT PRICE | AMOUNT |
|------------------|--------------|------------------|-------------|-------------|--------------|------------|--------|
|------------------|--------------|------------------|-------------|-------------|--------------|------------|--------|

OSN/MSN/VIN

5B4LP37J2X3

COMPLAINT

BRAKE PEDAL GOES TO THE FLOOR AND STICKS WITH NO BRAKING POWER. THIS IS A INTERMITTEN PROBLEM. UNIT AT ONE TIME COMING DOWN A HILL IT DID PULL TO THE LEFT SOME BUT THIS IS THE ONLY TIME THAT HAS HAPPENED. ALSO OF NOTE THE OWNER WAS TOLD THAT THE RF WHEEL HAD SOME PLAY IN IT LIKE POSSIBLY LOOSE BEEARING.

CAUSE

REPLACED 2 SETS OF PADS AND 2 CALIBERS ON THE RIGHT SIDE FRONT AND REAR ROTORS AND FRONT AND REAR BRAKE HOSES AND SWAY BAR BUSHINGS.

CORRECTION

ADMINISTRATIVE TIME-SPECIAL RV
MISCELLANEOUS TIME FOR REPAIRS

COVERAGE

BILLABLE TO CUSTOMER

| | | | | | | | |
|---|--|---|----------|--------------------|-----------|--------|---------|
| 2 | | 2 | WPD0184T | BRAKE PADS | WORKHORSE | 100.26 | 200.52 |
| 2 | | 2 | W8000480 | CALIPER | WORKHORSE | 432.00 | 864.00 |
| 1 | | 1 | 15991732 | FRONT BRAKE HOSE | WORKHORSE | 82.37 | 82.37 |
| 1 | | 1 | 17999936 | REAR BRAKE HOSE | WORKHORSE | 60.22 | 60.22 |
| 1 | | 1 | W8000529 | FRONT BRAKE ROTOR | WORKHORSE | 294.56 | 294.56 |
| 1 | | 1 | W8810507 | REAR ROTOR | WORKHORSE | 142.91 | 142.91 |
| 1 | | 1 | W8810209 | SEAL | WORKHORSE | 28.56 | 28.56 |
| 1 | | 1 | 15589475 | WHEEL BRG | WORKHORSE | 38.10 | 38.10 |
| 1 | | 1 | VV60175 | #2 GREASE | VALVOLINE | 2.51 | 2.51 |
| 2 | | 2 | 5102C | CRC ELECTRIC CLEAN | OTHER | 5.96 | 11.92 |
| 1 | | 1 | 15704961 | WHEEL STUD | OTHER | 14.52 | 14.52 * |
| 1 | | 1 | W8810700 | WHEEL NUT | OTHER | 2.92 | 2.92 * |
| 4 | | 4 | W8803039 | SWAY BAR BUSHING | OTHER | 23.33 | 93.32 |

MATERIAL SAFETY DATA SHEETS REQUIRED BY OSHA HAZARD COMMUNICATION STANDARDS ARE AVAILABLE AT ALL BRANCHES.

THIS INVOICE FOR ENGINES, PARTS, COMPONENTS, REPAIR AND/OR SERVICE IS SUBJECT TO THE TERMS AND CONDITIONS OF SALE SET FORTH ON THE BACK OF THIS INVOICE, WHICH INCLUDES LIMITATIONS ON WARRANTIES AND REMEDIES. PURCHASER ACKNOWLEDGES THAT SUCH TERMS AND CONDITIONS HAVE BEEN READ AND FULLY UNDERSTOOD.



Crosspoint

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| REMIT TO: P.O. BOX 663811 INDIANAPOLIS, IN 46266 |

BILL TO

OWNER

PAGE 2 OF 2

REDFHOUSE, WV

REDFHOUSE, WV

*** CASH ***

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|--------------|--------------------|-----------------|-------------------|-----------|-----------------|
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| REF. NO. | SALESPERSON | PARTS DISP. | MILEAGE/HOURS | PUMP CODE | UNIT NO. |
| 130711 | 71247 | | 22140 | | 313008 |

| QUANTITY ORDERED | BACK ORDERED | QUANTITY SHIPPED | PART NUMBER | DESCRIPTION | PRODUCT CODE | UNIT PRICE | AMOUNT |
|------------------|--------------|------------------|-------------|-------------|--------------|------------|---------|
| | | | OSN/MSN/VIN | 5B4LP37J2X3 | | | |
| 1 | | 1 | FREIGHT | CHARGES | OTHER | 28.18 | 28.18 |
| 1 | | 1 | FREIGHT | CHARGES | OTHER | 28.18 | 28.18 * |
| 2 | | 2 | 641-2072 | WHL NUT | OTHER | 3.28 | 6.56 * |
| 2 | | 2 | W8810700 | WHEEL NUTS | OTHER | 2.92 | 5.84 * |
| | | 1 | FRIEGHT | WHEEL NUTS | OTHER | 41.48 | 41.48 * |

| | |
|------------------------|----------|
| PARTS: | 1,946.67 |
| PARTS COVERAGE CREDIT: | 99.50CR |
| TOTAL PARTS: | 1,847.17 |
| SURCHARGE TOTAL: | 0.00 |
| LABOR: | 1,410.00 |
| LABOR COVERAGE CREDIT: | 0.00CR |
| TOTAL LABOR: | 1,410.00 |
| MISC.: | 300.00 |
| MISC. COVERAGE CREDIT: | 0.00CR |
| TOTAL MISC.: | 300.00 |
| FREIGHT | 300.00 |

CUMMINS CROSSPOINT LLC
602 NEW GOFF MOUNTAIN R
CHARLESTON, WV 25313142
TID: 00724687
08/14/09 13:02:24

SALE

451198781994
BATCH: 621
VS XXXXXXXXXXXX
APPR CODE: 546955
INV#: 000005

AMOUNT: \$ 3770.60
TOTAL: \$ 3770.60

TRIBUTOR WARRANTY

STATE 213.43

CUSTOMER COPY

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| | |
|---------------------|----------|
| SUB TOTAL: | 3,557.17 |
| TOTAL TAX: | 213.43 |
| TOTAL AMOUNT: US \$ | 3,770.60 |

WORKHORSE VOLUNTARY BRAKE RECALL OF W20, W21 AND W22

Workhorse Brake Campaign: Frequently Asked Questions

Is my motor home involved in the brake campaign 50901-C?

If you received an interim letter your motor home chassis is part of the recall. Verify that the Vehicle Identification Number (VIN) on your letter matches the VIN on your vehicle. You can also verify the chassis' build date by going to our website - select 'my Workhorse' and 'register now' to establish a user account.

Will Workhorse pay to have the vehicle inspected?

Workhorse will ONLY pay to inspect the vehicle if a repair is deemed necessary. If you as the customer just want the vehicle inspected to verify it is safe; then you must authorize the teardown due to the fact that there may indeed be no failure noted. If a failure is noted during the inspection, Workhorse will cover the inspection charge.

Should I schedule an appointment to have this campaign performed?

No. The parts are not currently available and the interim notice letter that you received was to notify customers that a brake campaign will be issued later this year.

Should I schedule an appointment if I have been experiencing brake issues?

Yes, if you are currently experiencing any of the warning indicators as described in the interim notification letter then it will be necessary for you to make arrangements with a local Workhorse dealer to perform an inspection. Again, you, the customer will need to authorize inspection at that point. IF in-fact a failure is discovered, then the repair and inspection will be billed to Workhorse. Maintenance items (brake pads, etc) will not be covered.

What do I need to have ready when I call about this campaign?

First, it is not necessary for you to call about this campaign unless you are currently experiencing any of the warning indicators described in the interim notification letter. Workhorse will notify you directly of the final remedy when parts are available. Second, make sure the Vehicle Identification Number (VIN) on your interim notification letter matches the VIN on your vehicle. Only those customers notified by mail are involved in this campaign. When you call have the VIN number ready. Note that this campaign only relates to the W20, W21 or W22 chassis. W24, W25.5, W16, W18, W62, W42, UFO, R26 chassis' are **NOT** involved in this campaign. Third, please read through the letter completely, it should answer all questions you may have regarding the campaign.

Will Workhorse pay to have the customers unit towed to the shop?

NO, UNLESS the vehicle is broken down on the side of the road due to a brake problem. At that point you should contact Roadside Assistance (877-946-7731) *prior* to calling for a tow.

If the unit is inspected and a repair is deemed necessary, are there updated parts available?

The final remedy parts are currently not available. If a repair is in-fact deemed necessary before the final remedy parts are available current parts will be used. It has been our experience that the current replacement parts will provide good service life for two to three years. You will still be notified when the final remedy parts are available.

Why are parts not available for this campaign?

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 an interim letter to alert consumers about the recall was sent to provide **instructions for safe driving until such time as the new parts are available. Please read the letter and the enclosed card in that mailing.**