

CL-10281090-3490

Motorhomeletter.txt

8/7/09

202 EXECUTIVE SECRETARIAT

To whom it may concern,

I recieved a " Safety Recall Notice" from workhorse. I called workhorse in May 2009, I was told it was in regards to brake parts, and at that time they didn't have all the parts needed to change out my existing parts. In May, my motorhome had no obvious problems.

2009 AUG 18 P 12:46

RECEIVED - INTSA

On July 25th we were traveling at the top of Mt. Rainier, when I applied my brakes, the locked up/froze, there was a terrible noise, then they came loose, and I was able to go forward. They seemed okay. The next sound I heard I thought parts had come off, and the brakes made more noise.

I called workhorse, and was told there wasn't any new information on the recall. I was 1200 miles from where I live in Fresno, Ca. So I drove slow and easy all the way home. I went to a workhorse dealer as soon as I got home. He told me that two of the brake cylinders were locked up/ frozen.

Workhorse denied my claim, said the damage was normal wear. So I called workhorse to talk to a representative, instead the lady told me the rep said, it was normal wear, and not covered, "and have a good day", and hung up. Then the mechanic told me two of the brake cylinders were locked up/ frozen, and that was what the recall was all about.

The mechanic has all the parts, and will hold them for one month. Is workhorse saying this because I have 57,000 miles on my motorhome? But, that isn't what destroyed my brakes. I think workhorse should be responsible for the repairs and cost of \$3,599.45.

Enclosed please find copies of :

Safety Recall Notice
Brake repair bill

My mechanic thinks my brake repair job should have been covered by workhorse, this is why I am pursuing this matter further.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

Fresno Calif

[REDACTED]



Bud Eberwein Automotive

1559 Broadway St.

Fresno, CA 93721

559-268-6359

ARD00227985 RE227985 CAD982342784 1564439-01



Invoice #: 0126838

Original Est. #: 0007453

Page 2 of 2

Thursday, August 6, 2009

Unit #:

Customer: [REDACTED]

Address: [REDACTED]

City: FRESNO, CA [REDACTED]

PRI 1: [REDACTED]

SEC 2: [REDACTED]

Ext:

Ext: CELL

Vehicle: 2004 WH W22 6

License: [REDACTED]

Lic2:

VIN: 5B4MP67GX43 [REDACTED]

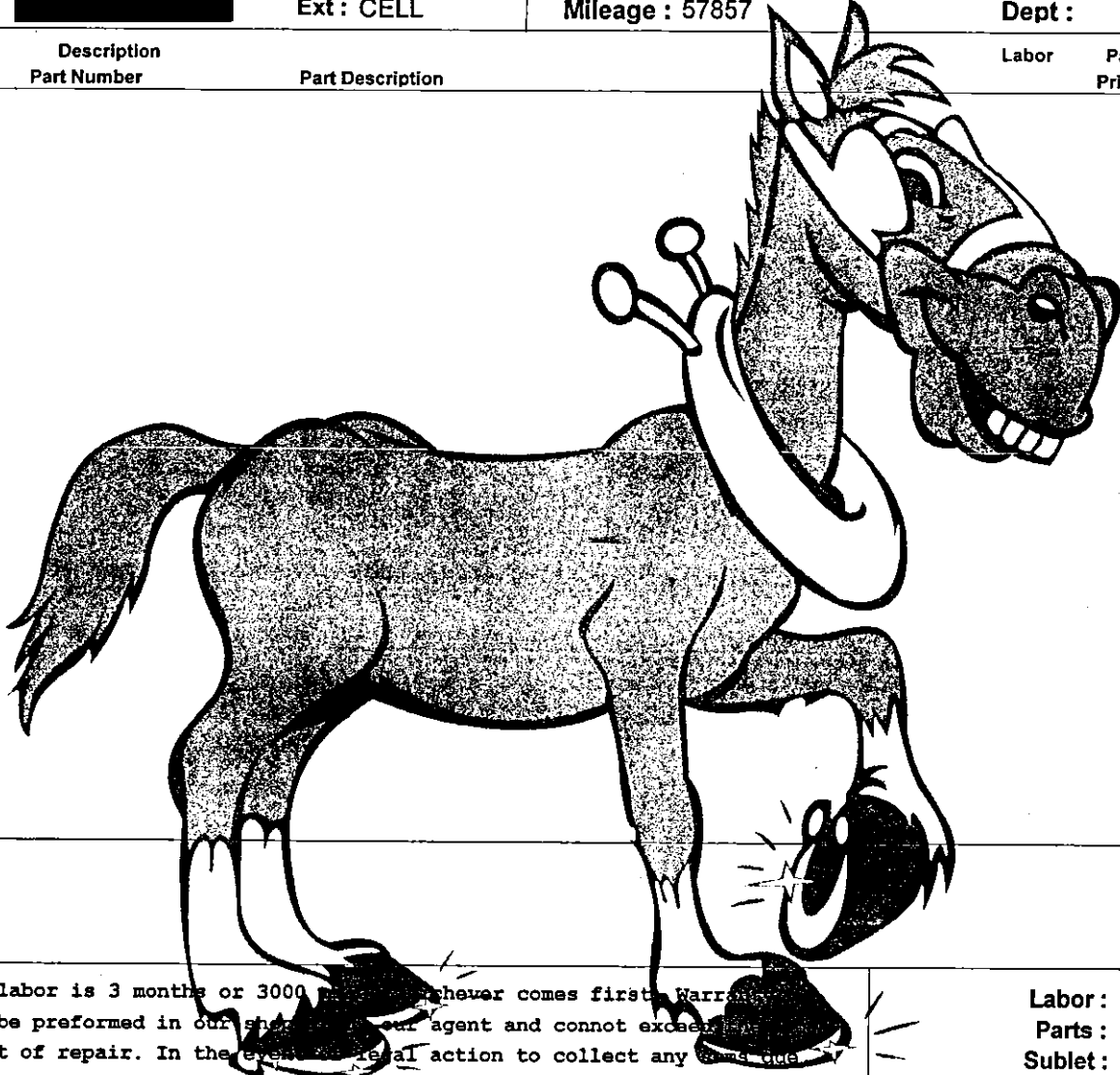
Engine: 8.1/V8/MFI G

Trans: AUTO

Mileage: 57857

Dept:

Op	Tech	Description	Part Description	Labor	Parts	Subtotal
Quan		Part Number			Price	



Warranty on labor is 3 months or 3000 miles, whichever comes first. Warranty work has to be performed in our shop by our agent and cannot exceed the original cost of repair. In the event of legal action to collect any amount due, I agree to pay costs of collection and fees including reasonable attorney's fees. (PLEASE READ REVERSE SIDE)

Labor:	\$1,000.00
Parts:	\$2,385.36
Sublet:	\$0.00
Other Fees:	\$0.00
Subtotal:	\$3,385.36
Sales Tax:	\$214.09

Signature: _____

I acknowledge notice and oral approval of an increase in the original estimated price.

(signature or initials)

Paid By:	Total:	\$3,599.45
Check		
Paid Ref:	Paid:	\$3,599.45
3334	Due:	\$0.00

WRITER: ZARKIS M

Center: 3

Terminal 2



Bud Eberwein Automotive

1559 Broadway St.

Fresno, CA 93721

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Ext: CELL

Vehicle: 2004 WH W22 6

License:

Lic2:

VIN: 5B4MP67GX43

Engine: 8.1V8/MFI G

Trans: AUTO

Mileage: 57857

Dept:

Op	Tech	Description	Part Description	Labor	Parts	Subtotal
Quan	Part Number			Price		
Service Requests:						
RECALL ON BRAKE						
Estimate Approvals:						
Original Approval Date: 7/24/2009 7:19:00 AM Reason:						
Amount: \$325.59 Auth By: STEVEN BLANCHETTE Contacted By Phone						
Phone: (559) 251-4528 By:						
Revised Approval: 7/30/2009 10:43:00 AM Reason: BRAKES						
Amount: \$3,747.14 Auth By: STEVEN BLANCHETTE Contacted By Phone						
Difference from Previous Approval: \$3,421.55						
Phone: (559) 251-4528 By: JM						
TI 030	5	COMPLETE BRAKE INSPECTION INCLUDES: Inspect Brake Friction & thickness				
		Inspect Rotor(s)/Drum(s) thickness Condition of Brake Fluid Inspect Master				
		Cylinder				
B1 070		COMPLETE BRAKES FOUR WHEEL DISC INCLUDES REPLACE FRONT AND REAR PADS,		1000.00	2650.40	3650.40
		REPLACE ALL 4 ROTORS (MOUNT AND DISMOUNT AND MACHINE ROTORS, REPACK FRONT AND				
		REAR BEARINGS, REPLACE FRONT AND REAR SEALS, REPLACE ALL 4 CALIPERS AND FLUSH				
		BRAKE SYSTEM				
		Technicians: 5, 6				
2.00	1035	DOT 4 BRAKE FLUID			40.00	
2.00	1360	BRK SHOCK INSULATOR			20.96	
4.00	3123572002	ROTORS			821.48	
2.00	ATD786M	DISC PADS			519.22	
2.00	370169A	SEALS			141.62	
2.00	E146880081	CALIPER ASM			511.40	
2.00	FRC11173	CALIPER			511.40	
2.00	370150A	SEAL			84.32	
Discoun				0.00	-265.04	-265.04



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>.