



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

October 29, 2009

[REDACTED]
[REDACTED]
Centerville, OH [REDACTED]

NVS-216 nlm
Ref. # 10285393

Dear [REDACTED]

Thank you for your correspondence dated August 21, 2009; concerning the Workhorse Custom Chassis recall of the defective brake calipers on your model year (MY) 2002 Winnebago vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on September 22, 2009.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicate that you encountered brake caliper failure in your Workhorse chassis, which is the safety defect identified in NHTSA Recall Campaign No. 09V-110. You also indicate that you received a recall notification from Workhorse Custom Chassis for this recall. Owners whose vehicle are experiencing sticking calipers (symptoms include ABS light on, soft pedal feel, the smell of hot brakes, reduced acceleration due to dragging brakes, or smoke) should pull over and contact a Workhorse service center. When necessary, Workhorse will provide temporary repair including caliper replacement. Workhorse will provide further instructions this fall when parts become available.

We are sorry you experienced this problem. You stated you made an attempt to have the calipers replaced at Smedley's Chevrolet in August, however due to lack of parts availability the



recall and repair could not be completed. We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or items of motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. Although not required by the statute, under certain conditions, manufacturers may reimburse vehicle owners for recall work completed prior to receiving a recall notice. We suggest that you continue to work with Workhorse Custom Chassis regarding your reimbursement request and availability of recall parts. They can be reached by phone at 1-877-246-7731, or by mail at P.O. Box 110, 922 South State Route 32, Union City, IN 47390, or at www.workhorse.com.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement