

NVS000

CL-10302849-7171

[REDACTED]
[REDACTED] JAN 28 PM 3:11
Pensacola, FL [REDACTED] JAN 12 P 1:53
[REDACTED]

RECEIVED - NHTSA

January 8, 2010

Workhorse Custom Chassis
PO Box 110, 922 South State Route 32
Union City, Indiana 47930

RE: Safety Recall 50901-C
VIN# 5B4MP67G9 [REDACTED]

To Whom It May Concern:

We started having our ABS sensor light go on and off periodically, over the past 2 years. We have had it checked out at least two Winnebago dealerships, one in Green Bay, Wisconsin, and the other in Rural Hall, NC. Both indicated that at the time they could find nothing wrong with the sensors. Also, we have had some unusual sounds coming from the brakes when we pressed on the brake pedal, and experiencing some "mushiness" in the brakes over the past few months. In addition, from time to time we have noticed the left rear wheel has had some overheating.

We did receive your Interim Recall Notice from earlier in 2009, and had followed your website notices from time to time, but had not heard anything about a firm decision as to what Workhorse was going to do to finalize and fix the problems you have been experiencing.

On a trip from Myrtle Beach, SC to Virginia, we were experiencing some overheating in the left rear wheel, so we took our 2003 Winnebago Adventurer to your authorized Workhorse service center at the Cummins Atlantic location in Kenly, NC on December 16, 2009. They inspected the brakes and advised us that we would need to have a complete brake job done, including having the pads, rotors and calipers replaced. They indicated that they contacted you, but that you were reluctant to do anything at this time.

We are full-timers, and as a result we only receive our mail about once per month. When we received our mail package on January 4, 2010, your December 2009 Updated Interim Notice was included—obviously after the fact that we had taken our vehicle in for the repairs. In your notice you have pointed out the related symptoms and warning signs that we, in fact experienced, specifically a, c, and f, as

NC
1/26/10
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noted on page 1. You also indicated: "Our service center network has been notified of this problem and will take appropriate action to repair one or more dragging brake calipers free of charge until such time that the final remedy can be performed." You further state that "...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."

You also state: "In compliance with the National Traffic and Motor Vehicle Safety Act, Workhorse will provide a remedy at no cost to you."

We are enclosing a copy of our invoice #006-47504 from the Cummins Atlantic location in Kenly. We trust that based upon your notice that some, if not all of the total cost of \$3,453.74 will be reimbursed by Workhorse. This service center is holding on to the parts. Our service writer, Terry, can email you pictures of the parts if you need them.

Thank you, in advance, for your consideration of this matter. We look forward to hearing from you soon.

If you have any questions or comments, please call us or email us at the above numbers.

Sincerely,



CC: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SW
Washington, DC 20590



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

navistar.com

SAFETY RECALL 50901-C

DECEMBER 2009

UPDATED 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.

This notification is an update to the initial safety recall interim notice mailed in May 2009.

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.

Update: The final remedy has been determined through extensive testing and development. Workhorse is now starting the production phase, which includes tooling for the final remedy. You will be notified again when remedy parts are available.

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 caused by 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 environmental 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 will take appropriate action to repair one or more dragging

UPDATED INTERIM NOTICE

brake calipers free of charge until such time that the final remedy can be performed.

Why is this an interim letter?

This recall is a result of an investigation that Workhorse commenced in November 2007. 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 available, 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. The final remedy has been determined through extensive testing and development, and Workhorse is now starting the production phase, which includes tooling for the final remedy. This updated interim letter is being provided to inform you of the progress being made toward a final remedy.

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 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 between November 16, 2007 and June 15, 2009. Please contact your local Workhorse service center or Workhorse Custom Chassis directly.

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 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>.



Atlantic

KENLY
350 CUMMINS DRIVE
KENLY, NC 27542-
(919)2849111

MATERIAL RETURNED FOR CREDIT OR EXCHANGE MUST
SHOW THIS INVOICE NUMBER. ALL MATERIAL RETURNED
FOR CREDIT SUBJECT TO 15% HANDLING CHARGE. OLD
UNITS ELIGIBLE FOR EXCHANGE MUST BE RECEIVED
WITHIN 30 DAYS. FEDERAL ID# 20-5870527

INVOICE NO

006-47504

REMIT TO: P.O. Box 601778
Charlotte, NC 28260-1778

BILL TO *

PENSACOLA, FL

OWNER

PENSACOLA, FL

PAGE 2 OF 2

*** COD ***

DATE	CUSTOMER ORDER NO.	DATE IN SERVICE	ENGINE MODEL	PUMP NO.	EQUIPMENT MAKE
07-JAN-2010			WORKHORSE		WINNEBAGO
CUSTOMER NO.	SHIP VIA	FAIL DATE	ENGINE SERIAL NO.	CPL NO.	EQUIPMENT MODEL
3321230		16-DEC-2009			ADVENTURER
REF. NO.	SALESPERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
88498	4118		65,338		RV

QUANTITY ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
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OSN/MSN/VIN	5B4MP67G933	YEAR	2003			
4	4 W8000348	CALIPER REPL KIT	RV		117.16	468.64
			CALIPERS ON BO@ WORKHORSE			
4	4 W8000352	PIN KIT, FRT BRK CLPR SLI	RV		115.32	461.28
2	2 BF-12	DOT 3 BRAKE FLUID-12OZ	VALVOLINE		1.65	3.30
1	1 4620	BRAKE CLEANER/ NON CHLOR	PENRAY		2.79	2.79
2	2 280	80W90 SYNTHETIC GEAR OIL	VALVOLINE		4.47	8.94
2	2 TDA R955336	SPEED SENSOR KIT W8001709	RV		65.32	130.64

PARTS:	2,446.49
PARTS COVERAGE CREDIT:	0.00C
TOTAL PARTS:	2,446.49
SURCHARGE TOTAL:	0.00
LABOR:	768.00
LABOR COVERAGE CREDIT:	0.00C
TOTAL LABOR:	768.00
MISC.:	46.08
MISC. COVERAGE CREDIT:	0.00C
TOTAL MISC.:	46.08
MISCELLANEOUS SUPPLIES	46.08
LOCAL	49.85
STATE	143.32

ALL INVOICES DUE AND PAYABLE TO: P.O. Box 601778, Charlotte, NC 28260-1778

TERMS: NET 10TH PROX unless otherwise specified. A service charge of 1 1/2% per month (effective rate of 18% per annum) will be charged on past due amounts. Any claims for shortages or deductions for erroneous charges must be made within thirty days after receipt of goods.

WARRANTY: The liability of Cummins Atlantic LLC is limited to the obligations provided in the warranty provisions which are set forth on the reverse side hereof.

SUB TOTAL: 3,260.57
TOTAL TAX: 193.17

TOTAL AMOUNT: US \$ 3,453.74

AUTHORIZED BY : _____

DATE : _____



Atlantic

MATERIAL RETURNED FOR CREDIT OR EXCHANGE MUST SHOW THIS INVOICE NUMBER. ALL MATERIAL RETURNED FOR CREDIT SUBJECT TO 15% HANDLING CHARGE. OLD UNITS ELIGIBLE FOR EXCHANGE MUST BE RECEIVED WITHIN 30 DAYS. FEDERAL ID# 20-5870527

KENLY
350 CUMMINS DRIVE
KENLY, NC 27542-
(919)2849111

INVOICE NO

006-47504

REMIT TO: P.O. Box 601778
Charlotte, NC 28260-1778

BILL TO *

[REDACTED]
[REDACTED]
PENSACOLA, FL [REDACTED]

OWNER

[REDACTED]
[REDACTED]
PENSACOLA, FL [REDACTED]
[REDACTED]

PAGE 1 OF 2

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07-JAN-2010			WORKHORSE		WINNEBAGO
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3321230		16-DEC-2009			ADVENTURER
REF. NO.	SALESPERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
88498	4118				RV

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
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OSN/MSN/VIN 5B4MP67G933 [REDACTED] YEAR 2003

COMPLAINT CUST SAID ABS LIGHT IS ON SEE ATTACHED PIN , CUST SAID THIS PIN WAS FOUND IN FRONT OF ENGINE..

CAUSE CUST REQUEST CHECK BRAKES FOR SAFETY..
CUSTOMER'S REQUEST
FOUND ABS SENSOR HAS COME APART NEED TO REPLACE ABS SENSOR
CUSTOMER WOULD LIKE TO HAVE THE BRAKES CHECK OUT FOR IMPROPER WEAR FOUND HEAT CRACKS IN THE ROTORS .

CORRECTION CHECK ABS SENSOR REPLACE BAD ABS SENSOR
REPLACE L&R FRONT BRAKE ROTORS AND PADS
REPLACE FRONT CALIPERS
REPLACE L&R FRT WHEEL SEALS
REPLACE L&R REAR ROTORS AND PADS
REPLACE REAR CALIPERS
REPLACE L&R REAR WHEEL SEALS
BLEED BRAKE SYSTEM
TEST DRIVE

COVERAGE CUSTOMER BILLABLE
DANIEL APPROVED UPDATED QUOTE OF \$3453.74 FOR REPAIRS. TK 1/6/10

1	1	W8000130	SWITCH ASM,BRAKE MAST CYL	RV	28.84	28.84
1	1	FREIGHT IN	FREIGHT IN	NONSTOCK	60.00	60.00
2	2	W8000036	SEAL ASM, FRT WHL HUB	NDA W8000130 RV	34.65	69.30
2	2	W8000276	SEAL, RR WHL BRG	RV	60.24	120.48
2	2	W8810906	PAD KIT-BRAKE (4 PADS/KIT	RV	115.32	230.64
4	4	W8002188	ROTOR-BRAKE 15" ABS	RV	159.16	636.64
1	1	FREIGHT IN	FREIGHT IN	NONSTOCK	225.00	225.00

W8000036 / W8000364 / W8810906

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AUTHORIZED BY : _____

DATE : _____