

CH-10313187-1781

Sept 23. 2009

Dark Horse Custom
Chassis Lh C.

Enclosed is invoices for repairs made to my 2003 R.V. build on Dark Horse chassis account of brakes sticking & locking up all repairs listed were made because of this defect.

The reason for two invoices because Mr Crawford ordered the sensors and I drove to Mooresville 60 miles away they picked up and paid for them \$249.06
Crawford Garage Invoice #1737.07.
TOTAL COST \$1986.13

Looking for complete reimbursement for the above amount.

Copy sent to
National
Highway Traffic
Safety Administrator Salisbury NC

Thank

K Berry
9/24/10
DJ



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>.



Crawford's Garage
3520 Stokes Ferry Rd.
Salisbury, NC 28146
Tel.: 704-636-7703
Fax: 704-636-2155

crawfordsgarage@bellsouth.net

Invoice

29871

CUSTOMER ORDER NO.

DATE

PAGE

6/24/2009

1

SOLD TO:

Salisbury, N.C.

SHIP TO:

Salisbury, N.C.

PO NO.

TERMS

MILEAGE

TAG #

SHIP DATE

FOB

Upon Receipt

6/24/2009

ITEM

QUANTITY

UNIT

DESCRIPTION

TX

UNIT PRICE

AMOUNT

1.00

" Brakes on Winebago Was Locked Up and
Was Very Hot. Caliper on Left Front and Left
Rear Was Stuck"

1.00

Flush Old Fluid out of Brake System. Install
Front Calipers on Front Axle. Remove Rotor
to Be Turned. Replace Wheel Seal on Front
Axle. Install Left Front ABS Sensor.

\$175.00

\$175.00

1.00

Install Rear Caliper on Rear Axle and Pads.
Remove Rotor on Rear to be Turned. Installed
New Wheel Seal on Rear Left Rear ABS
Sensor

\$225.00

\$225.00

4.00

242-5173 Caliper

\$127.49

\$509.96

2.00

UP-75654M pads

\$155.25

\$310.50

2.00

370169A Seal Rear

\$48.97

\$97.94

2.00

370150A Seal Front

\$43.43

\$86.86

COMMENTS

02 Winnebago
Mileage: 19814

pd
ck# 3193

SUBTOTAL

\$1,663.21

FREIGHT

\$0.00

TAX

\$73.86

TOTAL AMOUNT

\$1,737.07

AMOUNT RECEIVED

\$0.00

BALANCE DUE

\$1,737.07



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PO NO.

TERMS

MILEAGE

TAG #

SHIP DATE

FOB

Upon Receipt

6/24/2009

ITEM	QUANTITY	UNIT	DESCRIPTION	TX	UNIT PRICE	AMOUNT
	1.00		Brake Fluid		\$43.95	\$43.95
	1.00		Freight		\$15.00	\$15.00
	1.00		Gear Oil		\$45.00	\$45.00
	4.00		Turn 4 Rotors		\$38.50	\$154.00

COMMENTS

02 Winnebago
Mileage: 19814

SUBTOTAL \$1,663.21

FREIGHT \$0.00

TAX \$73.86

TOTAL AMOUNT \$1,737.07

AMOUNT RECEIVED \$0.00

BALANCE DUE \$1,737.07



CHEVROLET-C-BUICK, LLC
220 W. PLAZA DR. • PO BOX 1559
MOORESVILLE, NC 28115
PHONE: (704) 664-3303
TOLL FREE: 1-800-73-CHEVY
SERVICE DIRECT: (704) 663-3201

PONTIAC-BUICK-GMC TRUCK, LLC
13701 STATESVILLE RD. • PO BOX 2608
HUNTERSVILLE, NC 28078
PHONE: (704) 659-7010
TOLL FREE: 1-866-659-4462

RANDY MARION SAV-A-LOT
800 HWY. 70 SW
HICKORY, NC 28602
PHONE: (828) 267-5700

SUBARU
OF MOORESVILLE

Service Direct (704) 663-3201
www.subaruofmooreville.com



0101G92983

WE WOULD LIKE TO THANK YOU FOR YOUR BUSINESS.
WE ARE YOUR LAKE AREA GM AND SUBARU PARTS
EXPERTS. CALL US FOR ANY FACTORY REPLACEMENT
PART OR ACCESSORY THAT YOU MAY NEED.
FREE LOCAL DELIVERY AVAILABLE.

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
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70624 ON FILE

CASH

CHRIS ADDARIO

06/24/09

92983

CVW

704-636-7703

B
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T
O

CRAWFORDS GARAGE
3520 STOKES FERRY RD
SALISBURY, NC 28146

S
H
I
P
T
O

5B4MP67G123

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
2	0	W8001709 ABS SENSOR		151.88	113.91	227.82
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS 15% HANDLING CHARGE ON ALL RETURNED ITEMS NO REFUNDS WITHOUT THIS INVOICE NO RETURNS AFTER 10 DAYS All warranties on parts are the manufacturer's. The seller, RANDY MARION CHEVROLET-PONTIAC-BUICK, LLC, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RANDY MARION CHEVROLET-PONTIAC-BUICK, LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, RANDY MARION CHEVROLET-PONTIAC-BUICK, LLC, in no way affects the terms of the manufacturer's warranty. PRINTED NAME _____ SIGNATURE _____				SUBTOTAL		227.82
				TAX		15.38
				FREIGHT		5.86
				PAY THIS AMOUNT		249.06

11:21:05 CUSTOMER COPY

NET502

PAGE 1 OF 1

STATE OF NORTH CAROLINA REGISTRATION CARD

NC LIC NUMBER [REDACTED]	EQUIP # [REDACTED]	VALID THRU 05/15/2009	
VEHICLE ID # 5B4MP67G123 [REDACTED]	GROSS WT [REDACTED]		
MAKE/SERIES WINN	TITLE # [REDACTED]		
SHIPPING WEIGHT	STYLE HC	YEAR 2003	FUEL G
			TOTAL FEE 28.00
CLASSIFICATION PRIVATE/PASS VEH		VEHICLE BRAND	
CUSTOMER ID # OWNER 1 000002537660	CUSTOMER ID # OWNER 2 000002537659	COUNTY ROWAN	

[REDACTED]
SALISBURY NC

P05 - PROGRESSIVE AMERICAN INSURANCE CO
INSURANCE COMPANY AUTHORIZED IN NC

062003489

POLICY NUMBER

SIGNATURE



5B4MP67G123 [REDACTED]

59099

5B4MP67G123

59099-000

1ST NOTICE

5B4MP67G123

SALISBURY NC