



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

AUG - 2 2010
27-MAY-2010

Repository ☐

Reference No.
10332466

OWNER INFORMATION (Type or Print)

Name

Address

City HELMSBURG

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

5B4LP57G133

Make

WORKHORSE

Model

P32

Model Year

2004

Date Purchased

10/29/03

Dealer's Name and Telephone Number

STOUTS R.V. (NOVEMBER 1985)

Engine: GAS

No: Cylinders 8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

INDIANA POLIS

State

IN

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure: ☒

Incident Date(s)

08-APR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

30700

Failure Speed

55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

Number of Deaths

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 2004 WORKHORSE P32 CHASSIS RV. WHILE DRIVING 55 MPH, THE LEFT BRAKES LOCKED AND CAUSED THE VEHICLE TO SWERVE EXCESSIVELY. THE CONTACT WAS ABLE TO MANEUVER THE VEHICLE OFF OF THE ROAD AND ALLOW THE BRAKES TO COOL. THE CONTACT CONTINUED DRIVING TO HIS DESTINATION WITHOUT BRAKES. AN AUTHORIZED WORKHORSE DEALER WAS CONTACTED AND THE DEALER REFUSED TO REPAIR THE VEHICLE. THE MANUFACTURER STATED THAT THERE WERE NO RECALLS ON HIS VEHICLE AND WOULD NOT PROVIDE ANY ASSISTANCE. THE BRAKES WERE REPAIRED AT A LOCAL REPAIR SHOP AT THE OWNERS EXPENSE. THE APPROXIMATE FAILURE MILEAGE WAS 30,700 AND THE CURRENT MILEAGE WAS 30,940.

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.

Thank you for replying to my telephone complaint.

I own a 2004 Winnebago 30 foot motor home on a Workhorse chassis purchased new in Oct 2003.

In April, on my way from Florida to Indiana, I was slowing on the interstate due to traffic when my left front brake locked up and would not release. I managed to get the coach off to the side of the road and waited for the brake to cool down. The right front brake was also very hot.

I was aware that Workhorse had a recall on brakes so while I waited for the brakes to cool I called a local Workhorse dealer with the problem. They indicated my VIN number did not match those on the Workhorse recall therefore they could not help me. Once the brakes cooled, I was able to continue to my destination with only about 60% braking capacity, having to stop and let the brakes cool periodically.

Once in Indiana I called 2 Workhorse dealers and got the same response that my VIN number did not match the recall list even though I experienced the exact same problem as the coaches on the list had experienced.

I therefore took my coach to an independent shop and had both front brakes totally replaced at a cost of \$1,126.18. (copy of paid invoice is attached) They indicated that the pistons and the slides in both calipers were not releasing properly, which is the same problem that the recall addresses.

This brake problem is serious in that one does not have any warning when the brakes could fail. I have not had any satisfaction from Workhorse dealers in helping resolve the brake issue. I feel strongly that regardless of the coach's VIN number that I should be treated fairly and be reimbursed for the expense of repairing the front brakes.

Thank you \

Helmsburg, Indiana

CARMICHAEL TRUCK & AUTO SERVICE, INC.

3950 W. Farmer Avenue

Bloomington, IN. 47403

Phone - 812-334-8285 Fax - 812-334-8295

28 YEARS OF CERTIFIED EXPERIENCE DEDICATED TO OUR CLIENTS

INVOICE

24758

Org. Est. # 041821

DAVID CARMICHAEL

www.davidcarmichael.us

INVOICE

Print Date : 05/25/2010

2003 GM Workhorse - Winnebago

Gas Vortec Engine

Lic # : [REDACTED]

Odometer In : 30915

Unit # :

Odometer Out : 30923

Vin # : 5B4LP57G133 [REDACTED]

Hat # : CHRIS

Helmsburg, IN [REDACTED]

Home [REDACTED] Cellular [REDACTED]

Cust ID : 3480

Ref # : BRK

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
DISC BRAKE CALIPER GREASE				PRE TEST DRIVE AND COMPLETE VEHICLE	N/C
05353	1.00	1.98	1.98	INSPECTION	
DISC BRAKE QUIET (PER AXLE)				Test drive the vehicle by a ASE Certified	
091445	1.00	2.36	2.36	Technician to verify clients complaint. Identify any	
PREMIUM FRONT BRAKE PAD SET				current and/or future problems that need attention.	
BMD184	1.00	107.79	107.79	Perform complete vehicle inspection. Make	
FRONT BRAKE ROTOR				recommendations.	
55029	1.00	126.35	126.35	CLIENT STATES THE LEFT FRONT BRAKE	N/C
FRONT WHEEL SEAL				WOULD NOT RELEASE WHEN COMING HERE	
5682	2.00	25.57	51.14	FROM FLORIDA. HE COULD SMELL HOT	
BRAKE AND PARTS CLEANER				BRAKES AND HAD A PULL TO THE LEFT.	
BRAKE CLEAN	1.00	4.10	4.10	AFTER STOPPING FOR A BIT, IT SEEMED TO	
BLACK PEARL GREASE TUBE				RELEASE AND IS NOT STICKING AT THIS	
GREASE TUBE	0.50	5.88	2.94	TIME.	
COTTER PINS					
COTTER PINS	2.00	1.16	2.32	CLIENT WOULD LIKE THE FRONT WHEEL	N/C
FRONT BRAKE CALIPER				BEARINGS REPACKED SINCE THE LEFT	
188044	2.00	110.17	220.34	FRONT GO HOT.	
BRAKE FLUID - 1 QUART					
BRAKE FLUID 24	1.00	4.75	4.75	FRONT DISC BRAKE SERVICE WITH BEARING	322.00
LEFT FRONT GREASE CAP				REPACK AND NEW SEALS (REPLACE LEFT	
13974	1.00	10.17	10.17	FRONT ROTOR & MACHINE RIGHT FRONT).	
BRAKE AND PARTS CLEANER				Replace front brake pad linings and replace left	
BRAKE CLEAN	1.00	4.10	4.10	front brake disc rotor and machine the right front.	
				Clean and repack wheel bearings if equipped.	
				Clean and lubricate brake calipers and slide	
				mechanisms. Check and fill brake fluid. Road test	
				vehicle.	
				ADDITIONAL LABOR TO REPLACE BOTH	92.00
				FRONT BRAKE CALIPERS.	
				Installed new front calipers. Check for leaks.	
				BLEED HYDRAULIC BRAKE SYSTEM	115.00
				(INCLUDING ABS/RABS VALVE IF	
				APPLICABLE) PER SHOP KEY MANUAL. DOES	
				NOT INCLUDE TIME FOR HEATING THE	
				BLEEDER NUTS TO GET LOOSE.	
				POST QUALITY ASSURANCE INSPECTION	N/C
				AND TEST DRIVE	

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INVOICE**24758**Org. Est. # 041821
DAVID CARMICHAEL
www.davidcarmichael.us**INVOICE**

Print Date : 05/25/2010

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Cust ID : 3480

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Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
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CARMICHAEL TRUCK AND AUT
3950 W FARMER AVE
BLOOMINGTON IN 47403
812-334-8285
3899000001006723-01

C O P Y

05/25/2010 15:51:14

Sale :

Transaction # 5
Card Type: Disc/NOUS
Acc: ***** [REDACTED]
Entry: Swiped
Total: 1126.18

Reference No.: 00000005
Auth Code: 02525R
Respon. APPROVED

Walk around inspection. Test drive vehicle after repair is performed. Verify and ensure proper installation of all parts sold to client. Verify the Quality and Excellence that our clients expect from Carmichael Truck & Automotive Service, Inc. A sincere Thank You from our staff here at Carmichael Truck & Automotive Service, Inc. It was a pleasure serving you. We appreciate your business and look forward to our continued relationship with you, our valued client. Have a great day!

Enviromental/Shop Charge

21.16

[Technicians : W, Chris; C., Adam; B, Gary]

Org. Estimate \$0.00

Revisions \$0.00

Current Estimate \$ 0.00

Additional Cost

Revised Estimate

Labor:	550.16
Parts:	538.34
Sublet:	0.00

Sub:	1,088.50
Tax:	37.68
Total:	1,126.18
Bal Due:	\$1,126.18

[Payments -]

THANK YOU FOR PUTTING YOUR TRUST IN US

I hereby authorize the above repair work to be performed along with the necessary material and grant you permission to operate the vehicle for testing and/or inspection. Express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. WE ARE NOT RESPONSIBLE FOR LOSS/DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN THE CASE OF FIRE, THEFT OR ANY other reason. Parts vendors warranty the faulty part only. Client is responsible for any additional lab

SIGNATURE.....

Date: 5/25/10 Time: 4:45

Written By: C., Adam

Page 2 of 2

01.17.07 Copyright Mitchell 1 Invoice1