

MAY 19 2010

5-19-2010

CL-10334895-1338

IS IT ANY WONDER THAT THE AMERICAN PUBLIC HAS "NO FAITH" IN WASHINGTON, ~~WHICH~~ WITH THIS LETTER BEING RETURNED BY YOUR HEADQUARTERS + THE US POST OFFICE.

SINCE WRITING THE ENCLOSED LETTERS I HAVE HEARD FROM A NORM GOTZ, REGIONAL SERVICE MGR, FOR WORKHORSE CUSTOM CHASSIS + HE HAS SCHEDULED AN APPOINTMENT TO HAVE MY LEFT FRONT CALIPER + ROTOR REPLACED, MY WORKHORSE FILE # IS 17037. HE SAYS BECAUSE ONLY ONE PAD IS WORN DOWN THAT IT'S A "SLIDER PIN PROBLEM" AND NOT A CALIPER PROBLEM + THAT WE'RE TO HAVE OUR SLIDER PINS LABELED ON AN ANNUAL BASIS. I CAN'T FIND THIS RECOMMENDATION IN MY OWNERS MANUAL.

THIS REALLY SOUNDS LIKE A WASHINGTON, DC SOLUTION:
"JUST BLAME SOMEONE ELSE"

Home: 800-300-3000

EMAIL: [REDACTED]

KB
060410
TGW

April 28, 2010

NHTSA Headquarters
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

To Whom it May Concern,

Attached are two letters I have written to Workhorse regarding their **brake caliper problems** which I am assuming you are following intensely. I received in May 2009 a Safety Recall Notice # 50901-C from Workhorse, followed by an Updated Interim Notice in December 2009. To Date Workhorse in continuing to say the caliper problem is not able to be resolved until the Fall of 2010. I'm also inclosing the response I've received from Workhorse and pictures of my left front brake pads. I don't know if writing you will do me any good, but it will make me feel like I am doing everything possible to get on the road this summer safely.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Tucson, AZ
Home phone:
Email:

Attachments:

Two letters I have written to Workhorse
One letter I have received back so far

Enclosures:

Two photos of brake pads, one showing the worn pad and then a picture of the two pads take off my left front wheel.

April 13, 2010

Workhorse
Attention Campaign Center
850 Stephenson Highway, Suite 510
Troy, MI 48083-1174

Re: 2003 Winnebago Adventurer on a Workhorse W20 chassis
Vin #5B4MP67G933 [REDACTED]

To Whom It May Concern:

I live in a retirement community just north of Tucson, AZ and I have a daughter in Durango, CO and a daughter and two grandchildren in Eureka, CA. I am not a mechanic and I am not mechanically inclined, but I do maintain my vehicles. In fact in February 2009 I had my ABS Sensors serviced as the light was staying on and was verbally told that my brakes were in good condition when I picked up my RV. **Copy of the work order is attached.** Right before I left Tucson last June in my RV on my annual summer getaway, from our heat, I received your first safety recall notice. I drove to Durango and then on to California. On the way to California I started hearing a squeal at low speed braking.

Upon arriving in Eureka, I contacted your authorized repair facility, Northwood Chevrolet. They didn't know anything about the brake problems, but contacted you and informed me via the phone that I could have the vehicle inspected, at my expense, and any repairs performed would be at my expense, since the official recall was not in effect. They said since the brakes seemed to be working I should probably just wait until the official repair could be made, thus saving myself some money. I read my owner's manual and concluded that the squealing was not a major problem. Quoting from the owner's manual, page 173 "Some driving conditions or climates may cause a brake squeal when the brakes are first applied or lightly applied. This does not mean something is wrong with your brakes."

We returned to Tucson in late August of 2009 fully expecting to have a Recall Notice waiting for us in the mail. **I waited and waited with no RVing** and in December I received your updated notice. I then started going to the irv2.com/forums and I see where "Driver" posted a notice on March 24 that the caliper fix is complete and a late summer launch date should be expected. **I was hoping this would happen in early summer.** Upon reading this latest post I decided that **if I was going to do any traveling this Summer** I better get my brakes checked out, so last Friday, April 9th, I took my RV back to the shop that did the ABS repair in February 2009 and they inspected the brakes. Low and behold they **found that one of the front left brake pads had worn down to bear metal. (Picture enclosed)** This in turn has **scored and pitted the rotor to the point where it needs to be replaced.** All other pads were in great shape. They installed a new set of brake pads on just the left front and suggested I keep the other set just in case I need them before your recall takes effect and this pad wears out again. **Copy of work order attached.** The total mileage between these two repairs was 4242 miles and as you can see I now have 65796 total miles on my RV. I do tow and I don't have a supplemental braking system. I don't ride my brakes and since only one of eight pads is shot, it can't be driver error that has caused this problem. I should also mention that when the technician went to check the brake fluid reservoir his finger came out with a jelled substance. **He said the fluid at the brakes was fine, but questioned why the reservoir fluid had this jell like consistency.**

My problem is twofold:

Is it really safe to drive this RV back up to Colorado and then out to California this summer without having the calipers on this wheel replaced with the current caliper sets in use? If I take in to your authorized Tucson dealer, La Mesa RV, will you pay to have this current caliper replaced? Will you pay to have the rotor replaced? Will you reimburse me for the \$206.79 I just spent last Friday as the repairs relates to a caliper problem?

Or

Do I just stay here in Tucson in my air conditioned home during our 100 degree days and not travel to visit my family and **just wait out your recall** where you have indicated you will repair and/or replace our brake systems?

I respectfully await your reply and suggestions, which can be via email.

Copy

[REDACTED]
Tucson, AZ [REDACTED]

Home phone: [REDACTED]

Email: [REDACTED]

Attachments:

- Copy of February 2009 repair bill
- Copy of March 2010 repair bill
- Copy of info sheet from Brake Recall Resource Center
- Copy of latest news about Bosch Brakes (two pages) from irv2.com

Inclusions:

- Two photos of brake pads, one showing just the worn pad and then a picture of the two pads taken off my left front wheel.



A NAVISTAR COMPANY

April 21, 2010

[REDACTED]
Tucson, AZ [REDACTED]

RE: VIN - 5B4MP67G933 [REDACTED] File Number: 17037

Dear Mr. [REDACTED]

We have received your request for reimbursement concerning your motorhome with regard to the interim campaign notification 50901-C. Unfortunately, we do not have all the necessary information to complete our review. Please provide to us the following documents along with your file number:

- Proof of payment for repairs completed – a credit card receipt, your statement, a cancelled check (front and back), etc.

Once all of the requested information is received, your request will be fully reviewed and we will provide you with our position in writing. If you have any additional questions please contact us prior to sending in your documents.

Workhorse Custom Chassis, LLC continues to diligently work with its brake supplier, Bosch, and the National Highway Traffic Safety Administration to determine a final remedy. As the interim notification letter provides, Workhorse will notify its customers when sufficient number of replacement parts are available for the final remedy. At that time, please contact your local Workhorse service center for an appointment and the completion of campaign 50901-C.

If you have any additional questions please visit our website at www.workhorse.com for information pertaining to towing or any necessary interim repairs.

Sincerely,

Janelle Bauer
Customer Relations

850 Stephenson Highway
Suite 510
Troy, Michigan 48063-1174
Direct: 248.588.5300
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com

April 28, 2010

Janelle Bauer
Customer Relations
Workhorse
850 Stephenson Highway
Suite 510
Troy, MI 48083-1174

Re: VIN #5B4MP67G33 [REDACTED] File Number: 17037

Dear Ms Bauer,

Thank you for your letter of April 21 and your request for additional proof of payment for the repairs I have undertaken for my brake problems. A copy of my original repair invoice and a copy of my check are attached.

I appreciate Workhorse's willingness to reimburse me for these expenses; **however you are missing my main concern. Is my Motorhome safe to drive up to Colorado and then on to California this summer?** It seems to me that a **brake technician**, at your company, could have looked at the pictures I sent and determined, per your **"Workhorse Custom Chassis Service Bulletin # 50902-1 issued September 23, 2009"** that my left front calipers are defective and need to be replaced immediately with new (old style) ones and that my left front rotor also needs to be replaced as I mentioned in my original letter. **I can't sit around and wait until fall 2010 to have everything changed out via your recall**, when the newly designed calipers are suppose to be ready, per attached blog from someone attending the Workhorse Chassis Rally in Palm Springs last week where they quote Alan Stegich of your company for that date.

It also seems to me, after reading Workhorse's guide on "Why Change Brake Fluid" that I found on the brake recall web site, that **my brake fluid needs to be changed and flushed**. I had mentioned in my original letter the technician had found a jelled brake fluid substance when he checked the brake fluid reservoir and my one worn pad is ample proof that excessive heating took place.

Since I am one of the owners of a vehicle that has been **in service for more than five years**, maybe all my calipers need to be changed out immediately so that I won't experience these problems while I'm on the road this summer? Again, I respectfully await your reply and suggestions.

[REDACTED] *Copy*
Tucson, AZ [REDACTED]
Home phone: [REDACTED]
Email: [REDACTED]

Attachments:

- Recopy of March 2010 repair bill
- Copy of my cancelled check paying for said repair
- Copy of blog from Workhorse Chassis Rally
- Copy of my original letter to Workhorse

Enclosures:

Two photos of brake pads, one showing the worn pad and then a picture of the two pads taken off my left front wheel, just in case you should want to show them to a brake expert.

cc. Jim Gavaghan

cc. Alan Stegich

cc. NHTSA

Saddlebrooke, AZ

14 SEP 1964

[illegible]

~~INSUFFICIENT IN QUANTITY
NO LONGER AT DOT HEADQUARTERS~~

1900 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON, DC

WASHINGTON, DC



Tucson AZ

RETURN TO SENDER
ADDRESSEE UNKNOWN
ADDRESSEE NOT AT THIS LOCATION
UNABLE TO LOCATE

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INSUFFICIENT INFORMATION

~~INSUFFICIENT FOR COMING~~
~~NO LONGER AT DOT HEADQUARTERS~~

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WASHINGTON, DC

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APR 20 1996

**DO SOMETHING
WILD:**

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