

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

September 2, 2010

[REDACTED]  
[REDACTED]  
Fairhope, AL [REDACTED]

NVS-216 nlm  
Ref. No. 10335953

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 recreational vehicle (RV) built on a Workhorse Custom Chassis (Workhorse). Senator Jeff Sessions forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to you.

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 provided to Senator Sessions and your prior report to Secretary LaHood. Reports from motorists are a very important source of information for us. On five separate occasions you indicated that you experienced the brake problem identified in a recall (NHTSA Safety Recall Campaign No. 09V-110), which addresses overheated brake calipers in Workhorse RVs. You are concerned with the difficulty you encountered in having the recall remedy completed and the safety risk in operating the vehicle. You mention this problem has also had a negative impact on the fair market value of your RV.

In April 2009, Navistar, the parent company of Workhorse, announced the recall of certain MY 2001 through MY 2008 Workhorse W20, W21, and W22 series RVs for a problem involving the hydraulic brakes. Owners with occasional or seasonal vehicle operation may experience calipers that stick in the applied position, which can increase the risk of a crash. You indicated you received the interim notification that was mailed to vehicle owners in May 2009 that instructs dealers to inspect and replace the defectives brake calipers. However, you are concerned that the repair uses the same parts that were found to be defective.



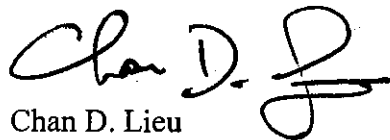
ES10-003927  
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The notification states that if an owner's vehicle encounters a brake caliper failure, they should contact Workhorse to take appropriate action to repair the brake calipers, free of charge until the final remedy is available. Workhorse has contracted with the Bosch Company, the original brake system manufacturer, to build the new improved caliper. Bosch had to rebuild the assembly line which had been previously discontinued. As recently as April, Navistar informed NHTSA that they anticipated the new parts will be available in late September 2010. We suggest you contact your local Workhorse service center for the latest information on upcoming parts availability.

In addition, we sympathize with you concerning Navistar's denial of your requests for reimbursement for interim repairs you completed at your expense; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Alabama Office of the Attorney General regarding your problem and your rights under State Lemon Law. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud, or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope this information is helpful. If you have any questions, please contact me or Mr. Daniel C. Smith, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Chan D. Lieu  
Director, Governmental Affairs,  
Policy and Strategic Planning

cc: Senator Jeff Sessions