

 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 NOV 03 2010 12-AUG-2010		Repository ☐ Reference No. 10349065	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
SCALFONT		PA			
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		Make		Model	
5B4MP67G043		WORKHORSE		CHASSIS	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
6/2004		Indian Valley Camp Center 215-723-4852		No: Cylinders	
Original Owner		Dealer's City		State	
☒		Souderton		Pa. 18964	
Transmission Type		Antilock Brakes		Fuel Type:	
Allison		☒		Gas	
Cruise Control		Powertrain		Incident Date(s)	
☒				04-AUG-2010	
Multiple Failure:					
Yes					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage	
				46000	
				Failure Speed	
				20-30 m.p.h.	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 TRAILER MODEL W22. WHILE ATTEMPTING TO APPLY THE BRAKES THE CONTACT NOTICED THAT THE BRAKE PEDAL HAD SUDDENLY FELL TO THE FLOOR. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE REAR CALIPERS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 46000.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached letter

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



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

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 distinct "brake burning" smell.
- One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- 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.
- 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

Re

case #0024135

9-23-10

Vin 5B4MP67G043

W-22

I am sending you copies of the bills that I have concerning the repairs that were made to my 2004 Dolphin M.H. Workhorse W-22. On or about the dates ~~8-11-10~~ Aug. 9-13-2010.

While on vacation in Colorado I experienced brake failure on the rear calipers. I was driving to a campsite the ABS light came on and the brake pedal went to the floor. I checked the brake calipers and the fronts were only warm but the rears were red hot and smelled like burning brakes. I called Workhorse from Lake City Colo., they in turn had me towed to Wolert G.M.C. in Montrose Colo. (Workhorse paid for tow).

The wheels were pulled and tests were done.

The wheel sensors needing replacing. Pictures were taken and sent to you and we were denied payment for work done.

I purchased calipers (2) and brakes from a Napa dealer and Wolerts installed them.

Being so far from home (Pa.) I had repairs made not wanting to take the risk of this happening again. Now I would like to be reimbursed for the cost of the calipers and work done by Wolerts. I did have the whole list of warning indicators happen to me under the recall, I absolutely felt unsafe driving the vehicle. It was not worth my life or my families.

The National Hwy Safety Adm. has also been made aware.

To John / Wolpert GMC
Service Manager
Subj: RE [REDACTED] case # 0024135
Date: 8/11/2010 2:50:52 P.M. Mountain Daylight Time
From: Greg.Davlanter@Navistar.com
To: JokerW99@aol.com

John,

I don't see any issue related to the calipers per your photos. Any repairs made to this unit will be customer pay issues.

We will absorb the tow as goodwill issue since our roadside was involved. Should you need assistance with the ABS code diagnosis let me know .. you may try to reinstall the speed sensors, they may have just not been seated in the bore correctly .. clear codes and see if any return.

Thanks for your assistance on this one

Greg Davlanter
Manager Technical Assistance Center
Workhorse Custom Chassis
850 Stephenson Hwy Suite 510
Troy, MI 48083
Ph 248-588-5300
greg.davlanter@navistar.com

From: JokerW99@aol.com [mailto:JokerW99@aol.com]
Sent: Wednesday, August 11, 2010 4:38 PM
To: Davlanter, Greg P
Subject: [REDACTED] case # 0024135

calipers

Disclaimer Confidentiality Notice: This e-mail, and any attachments and/or documents linked to this email, are intended for the addressee and may contain information that is privileged, confidential, proprietary, or otherwise protected by law. Any dissemination, distribution, or copying is prohibited. This notice serves as a confidentiality marking for the purpose of any confidentiality or nondisclosure agreement. If you have received this communication in error, please contact the original sender.

WOLLERT GMC

1710 N. Townsend
Montrose, Colorado 81401
(970) 249-6464 - Fax (970) 240-6116

CS99278

GCCS99278

CUSTOMER NO. 12824	ADVISOR JOHN BURK	TAG NO. 185	INVOICE DATE 08/13/10	INVOICE NO. GCCS99278
[REDACTED] CHALFONT, PA	LABOR RATE	LICENSE NO.	MILEAGE 46,171	COLOR /
	YEAR / MAKE / MODEL 04/WORKHORSE/MOTORHOME			DELIVERY DATE
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 4 3			DELIVERY MILES
	F. T. E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R. O. DATE 08/10/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----		TECH(S):191		600.00
J# 1 40GCZ	BRAKES			
CHECK BRAKES AND ABS SYSTEM				
CODES C0022,C0031, C0032, C0033, C0036, C0074, C0086				
REPLACED 4 WHEEL SPEED SENSORS, INSTALLED OWNERS				
REAR CALIPERS AND PADS				
PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	4	W8001709	SENSOR	63.64
	3	012	BRAKE FLUID	13.68
TOTAL - PARTS				268.24

G.O.G. & SUPPLIES-----	65.00
FREIGHT (PARTS)	
TOTAL - GOG	65.00

JOB# 1 TOTALS-----	LABOR	600.00
	PARTS	268.24
	G.O.G.	65.00

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 933.24

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	A1	SHOP SUPPLIES		12.50
TOTAL - MISC				12.50

TOTALS-----

*****	TOTAL LABOR....	600.00
*****	TOTAL PARTS....	268.24
*****	TOTAL SUBLET...	0.00
*****	TOTAL G.O.G....	65.00
*****	TOTAL MISC CHG.	12.50
*****	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	21.48
*****	TOTAL INVOICE \$	967.22

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are those made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages, or for commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PARTS REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF GMC.

X
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

WOLLERT GMC

1710 N. Townsend
Montrose, Colorado 81401
(970) 249-6464 - Fax (970) 240-6116

SERVICE DEPT. HOURS
MON. - FRI. 7:30 AM - 5:30 PM

PARTS DEPT. HOURS
MON. - FRI. 7:30 AM - 5:30 PM

Thank You!
We Sincerely Appreciate
Your Business!



AUTO PARTS OF MONTROSE

(970) 249-8074

716 NORTH TOWNSEND AVE.
Montrose, CO 81401

Emp.12 08/13/2010 09:25 (13)

INVOICE 610121

0

CO

WOLLERT, GMC
1718 N TOWNSEND
MONTROSE, CO 81401

AUG 13, 10 13:43:15

TERMINAL #: 00000001

VISA

SALE

BATCH #: 001938

INV #: 099278

AUTH #: 208497

AMOUNT \$967.22

APPROVED

CUSTOMER COPY

Description	Qty	Net	Total
REAR CALIPERS/ L PR - L55849	2	183.97	367.94 T
Freight	1	250.00	250.00
FRT			
Subtotal			617.94
TAX TABLE 1 7.650%			28.15
%			0.00

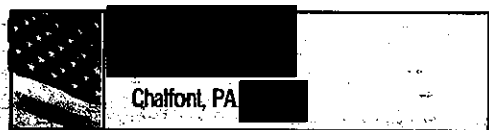
TOTAL DUE 646.09

Visa 646.09

RECEIPT REQUIRED
FOR RETURNS

WARRANTY INFORMATION
AVAILABLE
ON REQUEST

<< CUSTOMER COPY >>



SOUTHEASTERN PA 193

25 OCT 2010 PM 1 T



U.S. Department of Transportation
National Hwy. Traffic Safety Adm.
Office of Defects Investigation
NVS-210
1200 New Jersey Ave. SE.
Washington, D.C. 20077-9382

20077+9382

