

 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 15-SEP-2010	Repository ☐ Reference No. 10355684		
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	E-mail Address
Address					
City	WEOGURKA	State	AL	Zip Code	
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 5B4MP67G023		Make WORKHORSE	Model W22	Model Year 2000 2002	
Date Purchased 4/2004	Dealer's Name and Telephone Number John Bleckley Motor Homes		Engine: No: Cylinders 8	Fuel Type: Gas	
Original Owner ☒	Dealer's City Unadilla	State Ga	Zip Code		
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain Workhorse	Multiple Failure:	Incident Date(s) 15-SEP-2002	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC			Failure Mileage 31000	Failure Speed 40	
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: DOTMAL9ABC036)	☐ 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-2000 WORKHORSE W22. WHILE DRIVING AT APPROXIMATELY 40 MPH PRESSURE WAS APPLIED TO THE BRAKE PEDAL AND THE STEERING WHEEL BEGAN TO SHAKE. THE ANTI LOCK BRAKE SERVICES LIGHT ALSO BEGAN TO ILLUMINATE ON THE DASHBOARD. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE HE WAS INFORMED THE BRAKE ROTORS WERE WARPED AND THE BRAKE PADS WERE WORN DOWN. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE CONTINUES TO RECUR WHILE APPLYING THE BRAKES AT ANY SPEED. THE FAILURE AND CURRENT MILEAGES WERE 31,000. 2002 Workhorse I paid Prattville RV to replace the brake pads (see enclosed) the ones on the motor home were ruined - the calipers not releasing caused the rotors to warp + wore the pads					
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 inside of this form

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

BIRMINGHAM AL 35203

13 DEC 2010 PM 4 T

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UNITED STATES

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 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

PRATTVILLE AUTO & RV REPAIR CENTER

Cashier-> 15:41
REPRINT # 1

1259 C So. Memorial Dr.
Prattville, AL 36067
(334) 365-5085

CUSTOMER NO. 355079		LICENSE #	STOCK #	DEALER #	INVOICE DATE 09/16/2010	INVOICE # 0012236
CUSTOMER NAME & ADDRESS [REDACTED] WEOGUFKA AL [REDACTED]		MILEAGE 31362	MILEAGE OUT 31365	LOT #/HAT #	COLOR BROWN	DELIVERY DATE / /
		YEAR/MAKE/MODEL 02MONACO	LAPALMA		PROD. DATE 09/16/2010	R.O. DATE 09/07/2010
		VEHICLE ID # 5B4MP67G023	[REDACTED]		TECH & # 0	P.O. #
		OVERRIDE	SERVICE KT		S. W. INT. EST.	
EXTENDED WARRANTY CO.		POLICY #	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR	
RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE				
OP	TECH/RATE	COMPLAINT/CAUSE/CURE				CHARGE
WARRANTY CODE		FAIL CODE				
PART QUANTITY		PART NUMBER		PART DESCRIPTION		
A	1.0 CPDRO	6B SATELLITE NOT PICKING UP. SATELLITE SYSTEM OUTDATED. RAN TROUBLE TREE ON SYSTEM, PROBLEM INTERNAL. RECOMMEND REPLACE SYSTEM OR USE WITH PORTABLE DISH.				89.00
B	2.5 CPDRO	1B GENERATOR RUNS BUT NO ELECTRICITY EXCEPT ON SHORE POWER. TRANSFER SWITCH BAD, OBSOLUTE. REPLACED AND REQUIRED IN NEW TRANSFER SWITCH AND TESTED.				222.50
	1	T/FER SWITCH 55-2110 SP				249.37
C	0.0 CPDRO	1B BRAKE PADS WORN OUT. BRAKE ROTORS CRACKED. (FOUND ON CAMPAIGN 51101-C) REPLACED BRAKE PADS ONLY, PER CUST. INSTRUCTIONS. BRAKE ROTORS CRACKED ED & CAUSING BRAKING VIBRATION. NEEDS COMPLETE BRAKE REPAIR. CUST DECLINED AT THIS TIME.				0.00
	2	BK PAD SET W8810906 WCC				197.38
SUPPLIES AND/OR HAZARDOUS WASTE REMOVAL					21.81	
SALES TAX					37.98	
THANK YOU FOR YOUR BUSINESS!						
9-17-10 Pd Chk # [REDACTED]						
EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED		FINAL ESTIMATE	TOTAL CUSTOMER PAY 818.04	

Customer
Signature **X**
FORM SOLUTIONS, INC. (888) 343-6006

Any warranties on the products sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. ALL RETURNS MUST BE MADE WITHIN 5 DAYS AND SUBJECT TO 20% HANDLING CHARGE. NO REFUNDS ON ELECTRICAL PARTS.

PRATTVILLE AUTO & RV REPAIR CENTER

Cashier->

15:55

1259 C So. Memorial Dr.
Prattville, AL 36067
(334) 365-5085

CUSTOMER NO. 355079		LICENSE # [REDACTED]	STOCK #	DEALER #	INVOICE DATE 09/13/2010	INVOICE # 0012196
CUSTOMER NAME & ADDRESS [REDACTED]		MILEAGE OUT 31362	MILEAGE IN 31365	LOT #/HAT #	COLOR BROWN	DELIVERY DATE / /
YEAR/MAKE/MODEL 02MONACO LAPALMA		VEHICLE ID # 5B4MP67G023		PROD. DATE 09/13/2010	R.O. DATE 09/07/2010	
WEOGUFKA AL [REDACTED]		TECH & # 1	S. W. INT. EST.		P.O. #	
EXTENDED WARRANTY CO.		POLICY #	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR	
RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE				
TECH/RATE		COMPLAINT/CAUSE/CURE			CHARGE	
WARRANTY CODE		FAIL CODE				
PART QUANTITY		PART NUMBER			PART DESCRIPTION	
A 0.0 CPDRO		1B WORKHORSE CAMPAIGN 51101-C			0.00	
		REPLACED ALL FOUR BRAKE CALIPERS & BLEED BRAKES.				
		TEST DROVE. BRAKE CAMPAIGN 51101-C COMPLETE.				
		NOTE: BRAKE ROTORS NEED REPLACEMENT, CUSTOMER				
		DECLINED AT THIS TIME.				
2		CALIPER KIT W8006573 WCC			0.00	
WORKHORSE WARRANTY						
EXTENDED WARRANTY PAY		FACTORY WARRANTY PAY		ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED		FINAL ESTIMATE
						TOTAL CUSTOMER PAY 0.00

Customer

Signature **X**

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Any warranties on the products sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. ALL RETURNS MUST BE MADE WITHIN 5 DAYS AND SUBJECT TO 20% HANDLING CHARGE. NO REFUNDS ON ELECTRICAL PARTS.