

October 4, 2010

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Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590-0001

Re: Safety Recall 51101-C Workhorse Custom Chassis – Bosch brake calipers

Dear Sirs:

I am enclosing a copy of my letter to Workhorse Custom Chassis relating to the above mentioned Safety Recall. I am also enclosing a copy of the Safety Recall letter dated September 2010.

I am requesting your assistance in requiring Workhorse to fulfill its obligations regarding the recall on the Bosch brake calipers and the resulting damage to the brake system as required by the National Traffic and Motor Vehicle Safety Act.

Thank you in advance,

[Redacted Signature]

Yuma, AZ [Redacted]

[Redacted Address]

Enclosures

[Faint, illegible text, likely bleed-through from the reverse side of the page]

MC
110910
TGW

October 4, 2010

Workhorse Custom Chassis
PO Box 110
Union City, IN 47390-0110

Re: Safety Recall 51101-C

Dear Sirs:

We brought our 2005 Dolphin motor home to Fisher Chevrolet, Inc. in Yuma, AZ on September 27, 2010 for evaluation of the brake system as related to the above mentioned Safety Recall. The vin for our vehicle is 5B4MP67G253[REDACTED] We told the service advisor that we had been experiencing smelly and smoky braking in both light and heavy braking situations. Recently we have also noticed chattering or pulsing feeling of the brake pedal upon braking. The current mileage is 52171.

After inspection, Fisher Chevrolet determined that the brake calipers were in fact defective. They also determined that the rotors were heat damaged to the point that the vehicle was unsafe to drive. Also the brake pads were heat damaged and prematurely worn out. Fisher Chevrolet then contacted Workhorse to seek approval for reimbursement for parts and labor to replace the rotors and brake pads damaged by the defective brake calipers. Workhorse refused to pay.

In the Safety Recall letter it states "The pistons inside the Bosch service brake caliper may stick in the applied position. If this were to occur, the service brakes may overheat – which may result in damage to the other brake components and possibly lead to brake fluid boiling." This is precisely what has occurred. Therefore Workhorse shall be financially responsible not only for the replacement of the recalled brake calipers, but also for all of the caused damage to the entire brake system including rotors, pads, replacement brake fluid, and any other parts, seals, etc. to make the brake system safe and the vehicle drivable.

If you have any questions, you may call us on [REDACTED] or Fisher Chevrolet on 928-726-5500.

Sincerely,

[REDACTED]
Yuma, AZ [REDACTED]

[REDACTED]



Workhorse Custom Chassis
P.O. Box 110, 922 South State Route 32
Union City, IN 47390-USA
orl0
navistar.com

A NAVISTAR COMPANY

SAFETY RECALL 51101-C

SEPTEMBER 2010

Dear Workhorse Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in the Bosch service brake calipers installed on certain W20, W21, W22 and W22D motor home chassis built from July 24, 2000, through August 2, 2010.

This is a **follow-up** notification to the interim safety recall notice 50901-C mailed in December 2009. A final remedy has been determined and dealers are ready to repair your vehicle.

REASON FOR THIS RECALL

The pistons inside the Bosch service brake caliper may stick in the applied position. If this were to occur, the service brakes may overheat - which may result in damage to other brake components and possibly lead to brake fluid boiling.

RISK TO MOTOR VEHICLE SAFETY

If the conditions described above were to occur, the performance of the service brakes may be reduced and the brake pedal may feel "soft" or "spongy." Anticipated braking distance may also increase which may result in a crash that may cause property damage, personal injury, or death.

ACTIONS YOU SHOULD TAKE

Workhorse's records indicate that you own a vehicle involved in this recall and is identified on the enclosed card.

If you own this vehicle, please schedule an appointment with any Workhorse Service Center / Workhorse Select Service Center near you to have your vehicle repaired. You can find your nearest dealer by using the dealer locator at www.workhorse.com/brakeresourcecenter and

click on the dealers tab at the top of the page, or, by calling 1-877-946-7731. The repair will involve the replacement of all four Bosch brake caliper assemblies.

Dealers have parts and instructions to repair your vehicle. The replacement of the caliper assemblies will be performed free of charge and take approximately 3.0 - 8.0 hours to complete. Due to vehicle volume please schedule and appointment with your local Workhorse Service Center to have remedy repair completed.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you do not own this vehicle, please fill out and return the enclosed card so that you will not be contacted again about this recall.

IF YOU NEED FURTHER ASSISTANCE

If you believe that Workhorse has failed to remedy the defect without charge or within a reasonable time, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-877-246-7731 (Press 1 for the recall resource group).

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152); or go to <http://www.safercar.gov>.

Workhorse requests your prompt attention regarding the correction of this defect. We appreciate your patience as we and Bosch have developed a final remedy to address this condition, and we apologize for any inconvenience it has caused.

Workhorse Custom Chassis, LLC

Yuma, AZ

PHOENIX AZ 850

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Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590-0001