

CL-1036294-2138 7

0007221.2010

[REDACTED]
Nanjemoy, MD [REDACTED]

September 30, 2010

Mr. Jim Gavaghan
Workhorse Custom Chassis
Post Office Box 110
Union City, IN 47390

RE: Safety Recall 50901-C
Brake Failure
2005 Winnebago Adventurer
VIN 5B4MP67G953 [REDACTED]

Dear Mr. Gavaghan:

We are contacting you regarding brake failure on our 2005 Winnebago Adventurer. Workhorse Custom Chassis (Workhorse) has refused to compensate us for the resulting repairs, despite having issued notice of the above referenced safety recall for brake failure. We request you reconsider your position on this matter;

In September 2009, while travelling in Virginia our brakes failed the first time. We began to smell the brakes burning. The ABS light also activated. The front wheels were too hot to touch; the rear wheels were hot as well. No Workhorse authorized repair facility would come to our location. A local repair facility advised us of the safety recall on the brakes (attached). We proceeded to drive the vehicle to a Workhorse repair facility. They did nothing to the front brakes and replaced a cracked caliper on the rear.

In late 2009, we received notice from Workhorse of an update to the recall (attached). The notice advised of the description of the defect, the final remedy had been determined and that production of the remedy parts had commenced.

In August 2010, less than an hour into a trip, our brakes failed again. The vehicle was towed to Workhorse repair facility, Miller Automotive in Beltsville, MD. They replaced the front calipers, front center caps, and three ABS sensors (invoice attached). Miller Automotive submitted the claim to Workhorse for the repair based on the recall standards. Workhorse denied the claim stating the reason for the brake failure was not recall-related.

NH
11/17/10
RW

Numerous phone calls to Workhorse resulted in nothing but aggravation. Despite requesting an appeal to our recent claim, your representative insisted the work was not related to the caliper recall. We want to know why then did the calipers need to be replaced? Why did the ABS sensors need to be replaced? Why did we experience the majority of the warning signs Workhorse describes in its Updated Interim Notice of December 2009. Why did Workhorse deny the claim?

One year has elapsed since we were advised of the recall of the calipers and the new parts are just now finally available and ready for installation. We will probably have to replace the brake pads due the faulty calipers sticking. ** note attached*

In closing, we wish to stress how dangerous any vehicle on the road is when safety is compromised. We had our grandchildren in the vehicle with us when the brakes failed last month. Are you confident enough in your product to travel in a Workhorse affected vehicle with your family?

We look forward to your response to this matter.



cc: Daniel C. Ustian, Navistar International Corporation
David Strickland, National Highway Traffic Safety Administration
National Highway Traffic Safety Administration, Office of Defects
Senator Barbara Mikulski, US Senate, MD
Senator Benjamin Cardin, US Senate, MD
Representative Steny Hoyer, US House of Representatives, MD
Douglas Gansler, State of Maryland Attorney General

Attachments

Miller Automotive

Service Invoice: 20665

Name	[REDACTED]
Addr.	NANJEMOY, MD [REDACTED]
Phone	[REDACTED]
B- Name	
B-Addr.	
B-Phone	[REDACTED]
ENG./TRANS	
V.I.N. #	5B4MP67G953 [REDACTED]

Inv. Date	08/24/10	Year	2005
S.O. Date	08/13/10	Make	WINNEBAGO
QC'd by	NORMAN	Model	ADVENTURER
Salesman	MARK	PDATE	
Division	AR	Miles	18998
		Lic.#	[REDACTED]

Service Description	Hrs.	Lab\$
CK FOR BRAKE RECALL		
REPLACE FRT CALIPERS		264.00
REPLACE FRT CENTER CAPS		88.00
REPLACE 3 ABS SENSORS		176.00
LFT & RIGHT FRT. PASS REAR.		
Eric		

Qty	Item Number	Part Description	Price
2	21269	CALIPER, REMAN	300.00
1	2849	BRAKE FLUID 1GAL	34.95
3	17284	KIT-ABS SENSOR	180.00
2	18347	CAP, F/AXL HUB	51.72
1	287	GEAR OIL	9.00

Additional Items	Sublet or Add'l Services
Fuel	
0	
0	
0	
0	
Total Items	Total Sublets 0.00

RECOMMENDATIONS	Totals
Next service due on: ???	Labor 528.00
	Parts 575.67
	Supplies 26.40
	Sublets 0.00
	Addl. Items 0.00
	Subtotal 1130.07
	Tax 36.12
	Total 1166.19

I agree that I have authorized the repair work described above. I agree that you are not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond the shop's control. I agree that the shop is or was not responsible for delays caused by parts availability. I acknowledge that any additional work that was required was performed at my expense with my permission in person or over the phone unless I have agreed to grant the shop such latitude. I granted you and your employees permission to operate the vehicle for testing and inspection. An express mechanic's lien was not set out. Any telephone authorizations listed on this invoice are acknowledged.

Thanks for giving us the opportunity to service your vehicle. Unless otherwise specified, our warranty is 90 days or 4000 miles on all repairs and services. If you have any problems, please give us a call.

Thanks for your business.
We appreciate your patronage

Since my letter of Sept 30, 2010 we received
the final recall letter. Please note the repairs
are replace (4) Calipers Invoice #20860

Since my letter of Sept 30, 2010 we
the final recall letter. Please note
are replace (4) Calipers Invoice #2

Miller Automotive

Service Invoice: 20

Name	[REDACTED]
Addr.	NANJEMOY, MD [REDACTED]
Phone	[REDACTED]
B-Name	[REDACTED]
B-Addr.	[REDACTED]
B-Phone	[REDACTED]
ENG/TRANS	[REDACTED]
VIN #	5B4MP67G953 [REDACTED]

Service Description	Hrs.
BRAKE RECALL CAMPAIGN # 51101-C REPLACE ALL 4 CALIPERS WITH THE NEW DESIGN, PART # W8006772 *****WARRANTY REPAIR!!***** <i>Order Code</i> <i>20615</i>	

Inv. Date	10/05/10	Year	2005
QC Date	09/23/10	Make	WINNEBAGO
Customer	UWESU	Model	ADVENTURER
Division	VIVIAN	State	AR
	AR	Miles	19402
		Est #	[REDACTED]

Qty	Item Number	Part Description	Price
4	22749	KIT-66mm CALIPER FIELD	0.00
2	130	BRAKE CLEANER	0.00
1	2849	BRAKE FLUID 1GAL	0.00

Additional Items	Sublet or Add'l Services
Fuel 0 0 0 0	
Total Items	Total Sublets

RECOMMENDATIONS	Totals
Labor Parts Supplies Sublets Add'l Items Subtotal Tax Total 0.	
Next service due on: ???	

Thanks for giving us the opportunity to service your vehicle. Unless otherwise specified, our warranty is 90 days or 4000 miles on all repairs and services. If you have any problems, please give us a call.

Thanks for your business.
We appreciate your patronage.

Invoice Acceptance Signature

12300 Old Baltimore Pike, Beltsville, MD 20705 301-937-8101



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

UPDATED INTERIM NOTICE

brake calipers free of charge until such time that the final remedy can be performed.

Why is this an interim letter?

This recall is a result of an investigation that Workhorse commenced in November 2007. Workhorse has decided to recall certain motor home chassis built with the Bosch ZOHT and ZOPS brake calipers from July 24, 2000 through December 19, 2007. When the final remedy is available, owners will be instructed to bring their vehicles to a Workhorse service center to have the recall performed.

Workhorse has worked diligently with our current brake supplier Bosch, and NHTSA to identify and correct the problem. The final remedy has been determined through extensive testing and development, and Workhorse is now starting the production phase, which includes tooling for the final remedy. This updated interim letter is being provided to inform you of the progress being made toward a final remedy.

When will the actual recall letter arrive?

A notification date has not been determined as of the date of this letter. When available, Workhorse will notify you by letter to bring your motor home in for repair. **At that time you should contact your local Workhorse service center and make an appointment, even if you have not experienced any brake warning indicators.**

How will the actual recall work?

Workhorse will notify all owners of the identified vehicles with a letter asking that the owner bring the motor home to a service center when a sufficient number of replacement parts are available. The service center will perform the remedy free of charge. The remedy will not routinely include the installation of new brake linings or rotors or any other part that would be considered maintenance. However, in the event that a vehicle has experienced the condition resulting in overheating and damage to the linings, rotors, or other components, they will also be replaced free of charge.

What will this recall do for me?

In compliance with the National Traffic and Motor Vehicle Safety Act, Workhorse will provide a remedy **at no cost to you.**

If you have previously replaced a brake caliper on a motor home chassis involved in this recall, you may be eligible for reimbursement on certain repairs made between November 16, 2007 and June 15, 2009. Please contact your local Workhorse service center or Workhorse Custom Chassis directly.

There are numerous other causes for caliper failures such as insufficient maintenance, riding the brakes, or overuse of the brakes on long downgrades. Workhorse will not reimburse owners for these type of failures or resulting damage.

Answers to possible questions

- Service Centers capable of performing the brake recall are listed on the website www.workhorse.com. This website will be updated with any new information.
- Workhorse will only tow your unit to complete the brake recall if deemed necessary by Workhorse service personnel.
- Workhorse will not pay for a rental for you as a result of this recall.
- Failures encountered before the new parts become available will be repaired using the current designed parts.

If you have further questions or need assistance you may contact Workhorse at 877.246.7731. You may also contact the Administrator, National Highway Traffic Safety Administration, at 1200 New Jersey Avenue, SE, Washington DC 20590, or toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

WORKHORSE[®]

VOLUNTARY SAFETY RECALL

BE AWARE OF THE WARNING SIGNS.

Keep this card accessible in your motor home cab, along with your copy of the interim letter. They contain important information about a voluntary brake recall that affects your Workhorse vehicle.

Please be aware of the following warning indicators that could indicate a potential brake issue which would require further attention. (If you experience any of these indicators, please follow instructions on the reverse side of this card.)

- a. You notice a distinct "brake burning" smell.
- b. One or more of your brakes feels like it is "dragging," and you need to apply more throttle to overcome the drag.
- c. Your ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage and corrupting the signal at that wheel end.
- d. Smoke comes from the wheel end. This would be noticed during any stop when you exit the vehicle.
- e. Your brake pedal feels soft/spongy or goes to the floor — this indicates that the brake fluid is possibly boiling and that your brake system is losing its effectiveness.

Note: Motor homes that are kept in storage for long periods of time are at a higher risk of brake performance degradation.

WORKHORSE[®]

VOLUNTARY SAFETY RECALL

WHAT TO DO.

While driving.

If you are on the road and experience any of the indicators listed on the other side, do the following:

- Pull your motor home over in a safe location off the road and stop.
- Examine your wheel ends for excessive heat or for smoke.
- Immediately contact Workhorse Roadside Assistance — 877-946-7731.

For more information.

If you want more information about the Workhorse voluntary brake recall, you can do any of the following:

- Visit www.workhorse.com
- Contact your nearest Workhorse service center (locate at www.workhorse.com)
- Contact Workhorse Customer Relations (877-246-7731)
- Visit www.safecar.gov
- Contact National Highway Traffic Safety Administration Safety Hotline (1.888.327.4236)



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Workhorse Custom Chassis, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 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2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 2681, 2682, 2683, 2684, 2685, 2686, 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2697, 2698, 2699, 2700, 2701, 2702, 2703, 2704, 2705, 2706, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2716, 2717, 2718, 2719, 2720, 2721, 2722, 2723, 2724, 2725, 2726, 2727, 2728, 2729, 2730, 2731, 2732, 2733, 2734, 2735, 2736, 2737, 2738, 2739, 2740, 2741, 2742, 2743, 2744, 2745, 2746, 2747, 2748, 2749, 2750, 2751, 2752, 2753, 2754, 2755, 2756, 2757, 2758, 2759, 2760, 2761, 2762, 2763, 2764, 2765, 2766, 2767, 2768, 2769, 2770, 2771, 2772, 2773, 2774, 2775, 2776, 2777, 2778, 2779, 2780, 2781, 2782, 2783, 2784, 2785, 2786, 2787, 2788, 2789, 2790, 2791, 2792, 2793, 2794, 2795, 2796, 2797, 2798, 2799, 2800, 2801, 2802, 2803, 2804, 2805, 2806, 2807, 2808, 2809, 2810, 2811, 2812, 2813, 2814, 2815, 2816, 2817, 2818, 2819, 2820, 2821, 2822, 2823, 2824, 2825, 2826, 2827, 2828, 2829, 2830, 2831, 2832, 2833, 2834, 2835, 2836, 2837, 2838, 2839, 2840, 2841, 2842, 2843, 2844, 2845, 2846, 2847, 2848, 2849, 2850, 2851, 2852, 2853, 2854, 2855, 2856, 2857, 2858, 2859, 2860, 2861, 2862, 2863, 2864, 2865, 2866, 2867, 2868, 2869, 2870, 2871, 2872, 2873, 2874, 2875, 2876, 2877, 2878, 2879, 2880, 2881, 2882, 2883, 2884, 2885, 2886, 2887, 2888, 2889, 2890, 2891, 2892, 2893, 2894, 2895, 2896, 2897, 2898, 2899, 2900, 2901, 2902, 2903, 2904, 2905, 2906, 2907, 2908, 2909, 2910, 2911, 2912, 2913, 2914, 2915, 2916, 2917, 2918, 2919, 2920, 2921, 2922, 2923, 2924, 2925, 2926, 2927, 2928, 2929, 2930, 2931, 2932, 2933, 2934, 2935, 2936, 2937, 2938, 2939, 2940, 2941, 2942, 2943, 2944, 2945, 2946, 2947, 2948, 2949, 2950, 2951, 2952, 2953, 2954, 2955, 2956, 2957, 2958, 2959, 2960, 2961, 2962, 2963, 2964, 2965, 2966, 2967, 2968, 2969, 2970, 2971, 2972, 2973, 2974, 2975, 2976, 2977, 2978, 2979, 2980, 2981, 2982, 2983, 2984, 2985, 2986, 2987, 2988, 2989, 2990, 2991, 2992, 2993, 2994, 2995, 2996, 2997, 2998, 2999, 3000, 3001, 3002, 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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

MAY 2009

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.

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.

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 causing 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. A distinct "brake burning" smell.
- b. One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- c. An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- d. Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- e. A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- f. 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.
- g. Motor homes that are kept in storage for long periods of time or that are driven in moist environment 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 can take appropriate action to repair one or more dragging brake calipers until such time that the final remedy can be performed.



A NAVISTAR COMPANY

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

SAFETY RECALL 51101-C

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

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. We and Bosch have determined that if you do not own this vehicle, the enclosed card so that you can schedule an appointment about this recall.

SEPTEMBER 2010

IF YOU NEED FURTHER ASSISTANCE

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.

Guide section in your Owner's Manual.

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

V & J TOWING SERVICE



Office: 240-876-3774 / Fax: 240-391-2007
"Get Hooked On Us" v_jtowing@yahoo.com

EXPRESS ROAD SERVICE



Office 301-978-6166 / Fax: 240-391-2009
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Name	[REDACTED]	Date	8/12/10
Address	[REDACTED]	Control#	
City		Member#	
Year	Make	Model	Body Style
Color		Tag & Year	PO #
Location			Unit#
			Driver
			Ending Mileage
			Starting Mileage
			Total Mileage
Main Exterior Damage			Time
☐ Good			Call Received
☐ Fair			On Location
☐ Poor			Flat Bed Requested
☐ Stripped			\$
☐ Burned			Mileage
Vin#			\$
Remarks			Labor/Parts
			\$
Keys	[REDACTED]	Vehicle Unit #	Recovery & Winching
Vehicle Mileage		Release vehicle to	\$
Tow Destination			Stand By
Charge to			\$
			GOA
			\$
			Admin Fee/Fuel
			\$
			ER Mileage
			\$
			Road Svc.
			\$
			Storage
			\$
			Total \$

The Undersigned authorized listed services and acknowledges that carrier is not responsible for loss or damage due to acts beyond control of the carrier or when services are performed under supervision of others

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WE APPRECIATE YOUR BUSINESS!



Wanjenoy MD

David L. Strickland
Nat'l Highway Traffic Safety Admin
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

