

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) OCT 28 2010

[REDACTED]
[REDACTED] * Montgomery, AL * [REDACTED]

CL-10367509-8377

October 21, 2010

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

Dear Sir/Ma'am:

On October 11th, 2010, I delivered my RV to Prattville Auto and RV (VIN: 5B4MP67G033 [REDACTED]) per instructions in Workhorse Custom Chassis letter, September 2010, to address Safety Recall 51101-C (see Exhibit C). Prattville Auto and RV called me several days later and informed me that the recall would replace brake calipers on all four wheels, right front brake rotor, pads, oil seal and end cap. Safety Recall 51101-C, also, replaced right rear brake rotor, pads, oil and gasket seals, and speed sensor. The representative from Prattville Auto and RV (Kevin), then informed me that I would have to be financially responsible for the same services performed on the left wheels of my RV. I asked why Safety Recall 51101-C totally covered the wheels on the right side of my RV and not the wheels on the left side. His response was, "If I could charge it out like that (under Safety Recall 51101-C) I would, but I can't." The representative never provided me an explanation as to why Safety Recall 51101-C covered wheels on the right side of my RV and not the wheels on the left side.

The purpose of this correspondence is to seek an explanation as to why the recall did not cover the replacement of (left front and left rear) brake rotor, pads, oil seal, and speed sensor—the **left rear speed sensor was replaced by Prattville Auto and RV July 23, 2009 (see Exhibit D, paragraph E).** Prattville Auto and RV charge me \$834.72 (see Exhibit B, paragraph. B) for the same services performed on the right wheels that was covered by Safety Recall 51101-C (see Exhibit A, paragraph. A). The Bosch Brake Campaign Trouble Tree does not differentiate between the left and right wheels. I would really appreciate your position on this issue.

Thanks in advance for taking the time to respond to my inquiry.

Regards,

[REDACTED]

Cc: National Highway Traffic Safety Administration

NM
111910
TGW

PRATTVILLE AUTO & RV REPAIR CENTER

Cashier-> 12:01
REPRINT # 2

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

CUSTOMER NO. 371753		LICENSE # 310101	STOCK #	DEALER #	INVOICE DATE 10/18/2010	INVOICE # 0012339																								
CUSTOMER NAME & ADDRESS [REDACTED] MONTGOMERY AL [REDACTED]		MILEAGE IN 39629	MILEAGE OUT 39633	LOT #/HAT #	COLOR WHITE	R.O. DATE / /																								
		YEAR/MAKE/MODEL 03ALLEGRO ALLEGRO			PROD. DATE 10/18/2010	10/11/2010																								
		VEHICLE ID # 5B4MP67G033			TECH & #																									
		OVERRIDE	SERVICE WRITER BP		S. W. INT. EST																									
EXTENDED WARRANTY CO.		POLICY # KT	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR																									
RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE																												
OP	CODE	TECH#	RATE	COMPLAINT/CAUSE/CURE	CHARGE																									
WARRANTY CODE		FAIL CODE																												
PART QUANTITY		PART NUMBER		PART DESCRIPTION																										
A 0.0 CPDRO 1B CAMPAIGN 51101-C: REPLACED BRAKE CALIPERS ALL FOUR WHEELS. REPLACED R/F BRAKE ROTOR, PADS,OIL SEAL & END CAP. REPLACED R/R BRAKE ROTOR, PADS, OIL & GASKET SEALS & SPD.SENSOR. BLED BRAKES. TEST DROVE. BRAKE CAMPAIGN 51101-C COMPLETE. <table border="0"> <tr> <td>2</td> <td>CALIPER KIT W8006753 WCC</td> <td>0.00</td> </tr> <tr> <td>2</td> <td>BK ROTOR W8002188 WCC</td> <td>0.00</td> </tr> <tr> <td>1</td> <td>BK PAD SET W8810906 WCC</td> <td>0.00</td> </tr> <tr> <td>1</td> <td>FT OIL SEAL W8000036 WCC</td> <td>0.00</td> </tr> <tr> <td>1</td> <td>FT AXLE CAP W8000124 WCC</td> <td>0.00</td> </tr> <tr> <td>1</td> <td>OIL SEAL W8000276 WCC</td> <td>0.00</td> </tr> <tr> <td>1</td> <td>AXLE GSKT W8000275 WCC</td> <td>0.00</td> </tr> <tr> <td>1</td> <td>SPD SNSR W8001709 WCC</td> <td>0.00</td> </tr> </table>							2	CALIPER KIT W8006753 WCC	0.00	2	BK ROTOR W8002188 WCC	0.00	1	BK PAD SET W8810906 WCC	0.00	1	FT OIL SEAL W8000036 WCC	0.00	1	FT AXLE CAP W8000124 WCC	0.00	1	OIL SEAL W8000276 WCC	0.00	1	AXLE GSKT W8000275 WCC	0.00	1	SPD SNSR W8001709 WCC	0.00
2	CALIPER KIT W8006753 WCC	0.00																												
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1	AXLE GSKT W8000275 WCC	0.00																												
1	SPD SNSR W8001709 WCC	0.00																												
THANK YOU FOR YOUR BUSINESS!																														
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																								

EXHIBIT A

Customer
Signature **X**
FORM SOLUTIONS, INC. (888) 343-6006
HM 3988 6/99

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; SPECIAL ORDER PARTS; OR PARTS VALUED UNDER \$10. ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE CONDITION.

PRATTVILLE AUTO & RV REPAIR CENTER

Cashier->

11:36

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

CUSTOMER NO. 371753		LICENSE # 310101	STOCK #	DEALER #	INVOICE DATE 10/18/2010	INVOICE # 10012340
CUSTOMER NAME & ADDRESS [REDACTED]		MILEAGE IN 39629	MILEAGE OUT 39633	LOT #/HAT #	COLOR WHITE	DELIVERY DATE / /
YEAR/MAKE/MODEL 03ALLEGRO ALLEGRO		VEHICLE ID # 5B4MP67G033		PROD. DATE 10/18/2010	R.O. DATE 11/2010	
MONTGOMERY AL [REDACTED]		OVERRIDE KT		S.W. INT. EST. 1		PO. #
EXTENDED WARRANTY CO.		POLICY #	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR	
RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE				
OP. #	TECH. #	COMPLAINT/CAUSE/CURE				CHARGE
WARRANTY CODE		FAIL CODE		PART DESCRIPTION		
PART QUANTITY		PART NUMBER		PART DESCRIPTION		
A 0.0 CPDRO		1B CK JACK INDICATOR L/F COMES ON INTERMITTANTLY. CHECKED LEVELING SYSTEM, COULD NOT FIND PROBLEM. CALLED HWH TECH ASSISTANCE, THEY SAID IT WOULD BE THE SPRINGS OR THE MAGNET IN THE JACK. SPRINGS PREVIOUSLY REPLACED. REPAIR DECLINED AT THIS TIME				0.00
B 4.5 CPDRO		1B CK BRAKES: REPLACED L/F BRAKE ROTOR, PADS, OIL SEAL, & SPEED SENSOR. REPLACED L/R BRAKE ROTOR, PADS, OIL SEAL, & SPEED SENSOR. CLEARED CODES AND TEST DROVE.				400.50
		2	BK ROTOR W8002188 WCC			220.00
		1	BK PAD SET W8810906 WCC			98.16
		1	FT OIL SEAL W8000036 WCC			28.32
		1	SPD SNSR W8001709 WCC			59.42
		1	REAR OIL SEAL W8000276WCC			28.32
C 5.3 CPDRO		1B NOTICED DRIVEBELT WORN, RADIATOR HOSES BRITTLE. REPLACED DRIVEBELT, UPPER & LOWER RADIATOR HOSES, AIR FILTER, FUEL FILTER, THERMOSTAT, & ENGINE COOLANT. TEST DROVE.				471.70
		1	D/BELT W0000581 WCC			86.50
		1	AIR FILTER A34852 M			25.88
		1	FUEL FILTER W0010883 WCC			60.00
		1	UP RAD HOSE W0000218 WCC			79.98
		1	LOW RAD HOSE W0000219			59.97
		4	HOSE CLAMP M			5.16
		1	T/STAT W8800783 WCC			16.00
		2	ENGINE COOLANT			36.00
		SUPPLIES AND/OR HAZARDOUS WASTE REMOVAL				30.00
		SALES TAX				68.32
THANK YOU FOR YOUR BUSINESS!						
EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED		FINAL ESTIMATE	TOTAL CUSTOMER PAY 1774.23	

Customer

Signature **X**

FORM SOLUTIONS, INC. (888) 343-6006
HM 3988 6/99

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; SPECIAL ORDER PARTS; OR PARTS VALUED UNDER \$10. ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING.

EXHIBIT B



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

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

EXHIBIT C

The links within the tree will direct the technician to more information (i.e. pictures, torque specifications, diagnostics, etc).

1.3/A				
Steps	Description	Notes	Yes	No
1	Is ABS Light On		Step 2	Step 10
2	<u>Does the unit have abs codes 21, 25, 31, 35</u>	Record codes on tech hard copy	Step 4	Step 3
3	<u>Record abs codes and proceed to strategy based diagnostics</u>	This will be done at the customer's expense. Failure is not due to caliper failure.	Step 4	Step 4
4	<u>Do Cracks go all the way through rotor web</u>		Step 6	Step 5
5	<u>Does Rotor show signs of severe pad Transfer</u>		Step 6	Step 14
6	<u>Does ABS Sensor show signs of heat damage</u>		Step 7	Step 19
7	<u>Does front hub oil cap show signs of leaking or lens discoloration</u>		Step 8	Step 9
8	Replace Rotor, hub oil cap, inboard seal, speed sensor, and pads	Covered	Done	Done
9	Replace Rotor, inboard seal, speed sensor, and pads	Covered	Done	Done
	No Speed Sensor Codes			
10	<u>Do Cracks go all the way through rotor web</u>		Step 12	Step 11
11	<u>Does Rotor show signs of severe pad Transfer</u>		Step 12	Step 12
12	<u>Does front hub oil cap show signs of leaking or lens discoloration</u>		Step 13	Step 22
13	Replace Rotor, hub oil cap, inboard seal, and pads	Covered	Done	Done
	(continued on next page)			
	No Pad or Rotor Damage			
14	<u>Does ABS Sensor show signs of heat damage</u>		Step 15	Step 19
15	<u>Does front hub oil cap show signs of leaking or lens discoloration</u>		Step 16	Step 22
16	<u>Does caliper show signs of heat damage</u>	If No step 17 is CP	Step 17	Step 22

PRATTVILLE AUTO & RV REPAIR CENTER

Cashier-> 11:21
REPRINT # 1

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

CUSTOMER NO. 371753		LICENSE # [REDACTED]	STOCK # [REDACTED]	DEALER # [REDACTED]	INVOICE DATE 07/23/2009	INVOICE # 011210
CUSTOMER NAME & ADDRESS [REDACTED] MONTGOMERY AL [REDACTED]		MILE 34034	MILEAGE OUT 34038	LOT #/HAT # [REDACTED]	COLOR WHITE	DELIVERY DATE [REDACTED]
YEAR/MAKE/MODEL 03/ALLEGRO		VEHICLE ID # 03ALLEGRO		PROD. DATE 07/23/2009		R.O. DATE 07/22/2009
OVERIDE 5B4MP67G023		SERVICE [REDACTED]		S. W. INT. EST. 6		
EXTENDED WARRANTY CO.		POLICY # KT	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	SERVICE WRITER DELIVERY SIGNATURE [REDACTED]				
CT CODE	TECH# / RATE	COMPLAINT / CAUSE / CURE				CHARGE
WARRANTY CODE		FAIL CODE				
PART QUANTITY		PART NUMBER		PART DESCRIPTION		
A	0.0 CPDRO	1B CK L/F LEVELING JACK LEAKING. ALARM STAYS ON. CHECKED LEVELING SYSTEM, NEEDS SPRINGS REPLACED ON LEFT FRONT JACK. SPECIAL ORDERED JACK SPRINGS FROM HWH. (WON'T KNOW SHIPPING CHARGE UNTIL RECEIVE SPRINGS.)				0.00
		1		SPRING KIT R3847 HWH		33.40
B	0.5 CPDRO	6B CK ROOF A/C'S TRIP BREAKER W/BOTH A/C'S ON. CONNECTED TO 50AMP SHORE POWER, SERVICE WORKING CORRECTLY. RAN BOTH ROOF A/C'S ON GENERATOR, MICROWAVE FOR 30 SECONDS. (ON GENSET, MAY TRIP BREAKER IF RUN MORE THAN 2 A/C'S AT SAME TIME)				44.50
C	0.0 CPDRO	1B CK DASH A/C- 2ND VENT FROM R/SIDE- NO AIR. PROBLEM IS INSIDE DASH AREA. CUSTOMER DECLINED REPAIR AT THIS TIME.				0.00
D	0.0 CPDRO	4B FILL PROPANE FILLED PROPANE WITH 9.5 GALLONS.				0.00
		1		PROPANE		33.70
E	1.2 CPDRO	1B CK ABS LIGHT IS ON. REPLACED BAD LEFT REAR SPEED SENSOR, CLEARED CODE, & TEST DROVE.				106.80
		1		SPD SNSR W8001709 WCC		89.70
SUPPLIES AND/OR HAZARDOUS WASTE REMOVAL						10.60
SALES TAX						10.40
THANK YOU FOR YOUR BUSINESS!						
<i>paid cash</i> <i>7-23-9</i> <i>[Signature]</i>						
EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED		FINAL ESTIMATE	TOTAL CUSTOMER PAY	
					329.30	

Customer
Signature **X**

FORM SOLUTIONS, INC. (888) 343-6006
HM 3988 6/99

Any warranties on the products sold hereby are those made by the manufacturer. The seller, he 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 IN WITHIN 5 DAYS AND SUBJECT TO 20% HANDLING CHARGE. ALL RETURNS MUST BE IN ORIGINAL SPECIAL ORDER PARTS; OR PARTS VALUED UNDER \$50.00. ALL RETURNS MUST BE IN ORIGINAL BOXES AND ORIGINAL PACKAGING.

Montgomery, AL



Administrator
Nat'l Highway Traffic Safety
Administration
1200 New Jersey Ave, SE
Washington, DC 20590

