

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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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: 03-DEC-2010
Repository:
Reference No.: 10369037

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ELLIJAY State: GA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: 1GBLP37J3X3 [Redacted]
Make: NATIONAL RV Model: SURFSIDE Model Year: 2000
Date Purchased: [Redacted] Dealer's Name and Telephone Number: JOHN Bleakley RV 888-527-8287
Original Owner: Dealer's City: Douglasville, GA State: GA Zip Code: 30134
Transmission Type: Antilock Brakes Powertrain: Workhorse GM
 Cruise Control Multiple Failure: All 4 brakes Incident Date(s): 01-JUL-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
Failure Mileage: 40000 Failure Speed: 55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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 NATIONAL RV SURFSIDE. WHILE DRIVING APPROXIMATELY 55 MPH, THE BRAKES SUDDENLY ENGAGED AND THE BRAKE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL THE CONTACT APPLIED PRESSURE TO THE BRAKE PEDAL WHICH EXTENDED TO THE FLOORBOARD. THE CONTACT THEN NOTICED THAT THE BRAKES WERE VERY HOT AFTER THE VEHICLE COASTED TO A STOP. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR SHOP WHERE THE CONTACT WAS INFORMED THAT THE BRAKES WERE LOCKING UP AND OVERHEATING. HE WAS NOTIFIED BY THE MANUFACTURER THE VEHICLE WAS NOT INCLUDED IN RECALL 04V084000 (SERVICE BRAKES, HYDRAULIC). THE VEHICLE HAD NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 40,000.

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 to 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.

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Parks Truck Center, Inc.
P.O. BOX 158
East Ellijay, GA 30539
Phone: (706)636-2887 Fax: (706)635-5305

INVOICE

INVOICE NO. 006116

BILLING PHONE:
BILLING FAX:

ACCT. NO: CASHT
SOLD TO: [REDACTED]

SHIP TO: 1999 M.H. CHEV. CHASSIE
MILEAGE 41822
VIN # 3X3 [REDACTED]

SALES NO.	PURCHASE ORDER NO.	SHIP VIA	SALES-PERSON	DATE SHIPPED	TERMS	INVOICE DATE
42	[REDACTED]		SP1	12/06/2010	Cash	12/06/2010

QUANTITY ORDERED	QUANTITY SHIPPED	BACK ORDERED	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1.0	1.0	C.0	SHSP	1 - CHECK BRAKES. RELINE ALL BRAKES, FRONT AND REAR. R&R ALL ROTORS TO TURN. CLEAN AND CHECK WHEEL BEARINGS AND REPLACE WHEEL SEALS. REPACK FRONT WHEEL BEARINGS. REPLACE ALL BRAKE CALIPERS. BLEED AND FLUSH BRAKE FLUID SYSTEM. 2 - CHECK GAS LEAK. REPAIR MEDAL GAS LINE FROM TANK TO ENGINE. FLAIR BOTH ENDS AND INSTALL BRASS UNION. 3 - TUNE ENGINE. REPLACE PLUGS. PLUG WIRES, DIST CAP, AND ROTOR BUTTON. REPLACE AIR FILTER. REPLACE GAS FILTER. 4 - SERVICE. CHANGE OIL AND OIL FILTER. LUBE CHASSIE AND CHECK FLUID LEVELS. ADD GEAR OIL TO REAR END. 5 - REPLACE WIPER BLADES. 6 - CHECK A/C. RECOVER FREON, 4 OZ. VACUUM AND LEAK TEST. CHECK O.K. CHARGE A/C AND LEAK CHECK. CHECK LINE CONNECTIONS. CHECK O.K. ROAD TEST.	36.00	36.00
16.0	16.0	C.0	24	SHOP SUPPLIES LABOR - FORREST	75.00	1,200.00

SALES AMOUNT	
TAXABLE TOTAL	
SALES TAX	
FREIGHT	
TOTAL	

Thank You

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42	[REDACTED]		SP1	12/06/2010	Cash	12/06/2010

QUANTITY ORDERED	QUANTITY SHIPPED	BACK ORDERED	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
2.0	2.0	0.0	11072-9	3/8 FLARE NUT	3.04	6.08
1.0	1.0	0.0	11074-1	3/8 FLARE UNION	4.93	4.93
8.0	8.0	0.0	41-933	SPARK PLUG	6.86	54.88
1.0	1.0	0.0	700956	SPARK PLUG WIRE SET	123.09	123.09
1.0	1.0	0.0	RR207	DISTRIBUTOR CAP	59.11	59.11
1.0	1.0	0.0	RR256	ROTOR BUTTON	16.56	16.56
1.0	1.0	0.0	25-061000	BELT	44.11	44.11
1.0	1.0	0.0	6144	AIR FILTER	18.26	18.26
2.0	2.0	0.0	NE-24	WIPER BLADES	12.49	24.98
1.0	1.0	0.0	LF16109	OIL FILTER	7.47	7.47
6.0	6.0	0.0	5W30	OIL	4.27	25.62
4.0	4.0	0.0	TURC	TURN ROTOR	25.00	100.00
2.0	2.0	0.0	SS-7108M	BRAKE PADS	122.13	244.26
2.0	2.0	0.0	31870	WHEEL SEAL	48.89	97.78
2.0	2.0	0.0	21294	WHEEL SEAL	32.53	65.06
2.0	2.0	0.0	38226	COTTER PIN	0.26	0.52
4.0	4.0	0.0	SE8595	CALIPER	81.66	326.64
4.0	4.0	0.0	BF12/1	BRAKE FLUID 12 OZ	2.42	9.68
1.0	1.0	0.0	3481	FUEL FILTER	20.49	20.49
48.0	48.0	0.0	FREO	FREON .OZ	0.54	25.92

SALES AMOUNT	2,511.44
TAXABLE TOTAL	1,211.44
SALES TAX	84.80
FREIGHT	0.00
TOTAL	2,596.24

Thank You

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Vehicle Incident Description

I was driving on the highway at about 55 miles per hour on moderately hilly terrain. I first noticed that the brakes were not responding well. Then I noticed the brake light had come on. I thought the parking brake might be partially engaged, so I tried to disengage that. It was already disengaged. I then tried pulling up on the pedal and manipulated the pedal a bit to see if I could make the light go off. Then when I tried to stop, the pedal went all the way to the floor without any braking power. Luckily, I was on a road with light traffic, so I was able to coast to a stop.

I thought I might be out of brake fluid, so I called the dealership where I bought the RV and spoke to the service manager. I wanted to find out how to find the brake fluid reservoir on the RV. When I described what had happened, he immediately recognized the symptoms that are also described in the recall of the Workhorse chassis. He had me feel the wheels to see if they were hot. It had been about a half an hour by this time since I stopped, but all four wheels were still so hot I could not touch the rims. I'm lucky the RV did not catch on fire.

The service manager explained that if you did not use the vehicle frequently something in the breaks would swell, and this caused engage the brakes to engage slightly while you are driving. That caused the wheels to get so hot that the brake fluid would boil. When it turns to gas, it loses its hydraulic properties. That is why my brake pedal went to the floor.

After the RV cooled down, the brakes worked again. The fluid turned back into a liquid when it cooled and regained its hydraulic properties. When I got home, I called Workhorse and told them that my RV had the same problem that was described in the recall, but they said mine was not included and refused to help me. I took the RV to a shop. They found that the brakes and rotors were all damaged from the extreme heat. After replacing the brakes and turning the rotors, the shop found that the calipers were still causing the brakes to engage, so they replaced all of those too. The heat also ruined the grease in the wheel bearings, so they had to be repacked.

The invoice from the repair shop is attached.

I believe my RV should have been included in the recall and Workhorse should have taken care of this design flaw