

NVS 200  
5

November 16, 2010

NOV 24 2010

Workhorse Custom Chassis  
850 Stephenson Highway  
Suite 510  
Troy, Michigan 48083

Dear Sir/Madam,

This letter is concerning Safety Recall 51101-C involving the Bosch service brake caliper. Notice of this recall was received while we were returning from a trip to Alaska. We experienced problems with the brakes while traveling in Utah and after receiving advice from a Workhorse technician was able to proceed to Las Vegas. In Las Vegas I contacted three Workhorse Service Centers and was told by each that it would be several weeks before I could receive service. I contacted the service center in Kingman, Arizona, and scheduled an appointment within a week.

In Kingman, on 10/04/10, we took our motorhome to Joe's Auto RV & Truck to have the safety recall handled. While there, I asked them to service the vehicle, and do a brake job while they were handling the recall. (Invoice #7655, copy attached). They started working on my Motorhome about 11:30 AM and at 5:00PM they were finished, except the ABS and emergency brake light and the warning buzzer would not go out. The next day we returned and the mechanic spent all day trying to correct this problem as explained on Invoice 7669, dated 10/5/10(copy attached ) After trying many things, at the end of the day he had it fixed. For this day of attempting to identify the problem, we were charged \$540.00. As stated on the invoice, the tech 2 showed a code #86.

I have been told that during this recall, it has been common for a code #86 showing up as a problem when the recall work is accomplished. I have also been told that this is a problem that occurs in the master cylinder as a result of the recall work. Any expense in repairing this problem should be a part of the recall. It is also my understanding that a notification was sent to the Workhorse Service Centers to alert them of this potential problem after the date of my repair.

As the result that this problem "of a code 86" is the result of the recall work, and you have notified your service centers of the potential problem, the customer should not be charged and I am requesting a full refund of the \$540.00 I was charged.

Sincerely,

[REDACTED]

Birmingham, Al [REDACTED]

[REDACTED]

Enclosures (2)

cc. Joe's Auto RV & Truck

NM  
122210  
TGW

**JOE'S AUTO RV & TRUCK**  
 9350 SHIPPING LN.  
 Kingman, AZ. 86401  
 Phone - 928-681-5823 Fax - 928-681-0419  
 "SERVICE THE WAY IT USED TO BE"

INVOICE

**7655**

**INVOICE**

Print Date : 10/04/2010

[Redacted]  
 Birmingham, AL [Redacted]  
 Home [Redacted]  
 Cust ID : 1915

Ref # :

2002 TIFFIN - ALLEGRO

8.1 GAS

Lic # : [Redacted]

Unit # :

Vin # : **5B4MP67G1 33** [Redacted]

Hat # :

Odometer In : 57374

Odometer Out : 57379

| Part Description / Number  | Qty   | Sale   | Extended | Labor Description                                       | Extended |
|----------------------------|-------|--------|----------|---------------------------------------------------------|----------|
| OIL FILTER                 |       |        |          | LUBE,OIL,FILTER-MOTORHOME                               | 65.00    |
| W8800474                   | 1.00  | 7.76   | 7.76     | Lubricate and check chassis. Change oil and oil         |          |
| CHEVRON 10w30 MOTOR OIL    |       |        |          | filter. Check air filter and breather filter. Check all |          |
| C1030                      | 7.00  | 3.10   | 21.70    | fluid levels and tire pressures. Perform basic safety   |          |
| AIR FILTER                 |       |        |          | inspection.                                             |          |
| 26316                      | 1.00  | 14.86  | 14.86    | FLUSH BRAKE SYSTEM OPTION WHILE                         | 67.50    |
| BRAKE PARTS CLEAN          |       |        |          | PERFORMING BRAKE CALIPER RECALL.                        |          |
| 1010                       | 1.00  | 3.90   | 3.90     |                                                         |          |
| BRAKE FLUID-DOT 4          |       |        |          | REMOVE FRONT                                            | 135.00   |
| 54032                      | 32.00 | 0.33   | 10.56    | ROTOR,RESURFACE,INSTALL NEW SEAL,FILL                   |          |
| BRAKE PARTS CLEAN          |       |        |          | HUB WITH GEAR OIL.(ONE SIDE)                            |          |
| 1010                       | 2.00  | 3.90   | 7.80     |                                                         |          |
| SEAL ASM,FRT WHL HUB       |       |        |          | REPLACE REAR ROTOR AND SEAL                             | 67.50    |
| W8000036                   | 2.00  | 24.07  | 48.14    |                                                         |          |
| HUB SEALANT                |       |        |          | Disposal Fee                                            | 2.25     |
| S                          | 2.00  | 4.93   | 9.86     |                                                         |          |
| CHEVRON ESI 80-90 GEAR OIL |       |        |          |                                                         |          |
| 8090                       | 8.00  | 4.13   | 33.04    |                                                         |          |
| BRAKE PADS                 |       |        |          |                                                         |          |
| UP-7654-M                  | 1.00  | 153.31 | 153.31   |                                                         |          |
| ROTOR,BRAKE ABS RING       |       |        |          |                                                         |          |
| W8002188                   | 1.00  | 93.50  | 93.50    |                                                         |          |
| SEAL, RR WHL BEARING       |       |        |          |                                                         |          |
| W8000276                   | 1.00  | 61.20  | 61.20    |                                                         |          |
| Shop Supplies              |       | 13.40  | 13.40    |                                                         |          |

[ Technicians : Please Select, Technician; COLLINGSWORTH, COY;  
 FULKERSON, DAVID ]

|                        |                  |                            |                 |                  |                        |
|------------------------|------------------|----------------------------|-----------------|------------------|------------------------|
| Org. Estimate \$155.50 | Revisions \$0.00 | Current Estimate \$ 155.50 | Additional Cost | Revised Estimate | <b>Labor: 337.25</b>   |
|                        |                  |                            |                 |                  | <b>Parts: 479.03</b>   |
|                        |                  |                            |                 |                  | <b>Sublet: 0.00</b>    |
|                        |                  |                            |                 |                  | <b>Sub: 816.28</b>     |
|                        |                  |                            |                 |                  | <b>Tax: 31.90</b>      |
|                        |                  |                            |                 |                  | <b>Total: 848.18</b>   |
|                        |                  |                            |                 |                  | <b>Bal Due: \$0.00</b> |

[ Payments - Visa - \$848.18 ]

[WWW.JOESAUTORVTRUCK.COM](http://WWW.JOESAUTORVTRUCK.COM)

Warranty on parts and labor is six months or 6,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. For nationwide Tech-Net Warranty, please call 866-588-0728.

SIGNATURE..... Date..... Time.....

**JOE'S AUTO RV & TRUCK**  
 9350 SHIPPING LN.  
 Kingman, AZ. 86401  
 Phone - 928-681-5823 Fax - 928-681-0419  
 "SERVICE THE WAY IT USED TO BE"

INVOICE  
**7669**  
 Org. Est. # 012248

**INVOICE**

Print Date : 10/05/2010

[Redacted]  
 Birmingham, AL [Redacted]  
 Home [Redacted]  
 Cust ID : 1915

2002 TIFFIN - ALLEGRO  
 8.1 GAS  
 Lic # : [Redacted]  
 Unit # :  
 Vin # : 5B4MP67G1 33 [Redacted]  
 Hat # :  
 Odometer In : 57390  
 Odometer Out : 57390  
 Ref # :

| Part Description / Number            | Qty | Sale | Extended | Labor Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Extended |
|--------------------------------------|-----|------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|                                      |     |      |          | ABS LIGHT ON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 540.00   |
|                                      |     |      |          | ABS AND EMERGENCY BRAKE LIGHT<br>WOULD NOT GO OUT. HOOKED UP TECH 2.<br><u>SHOWED CODE #86 AND WOULD NOT</u><br>ALLOW FUNCTIONS TEST. WENT TO FLOW<br>CHART FOR CODE #86. PERFORMED<br>DIAGNOSTIC SYSTEM CHECK. INSPECTED<br>EBCM AND CONNECTORS. RESECURED ALL<br>GROUNDS. CHECKED ABS INDICATOR<br>RELAY AND WIRING HARNESS. CLEANED<br>ALL CONNECTIONS AND RESECURED ALL<br>CONNECTORS. CHECKED PUMP AND<br>MOTOR OPERATION AND EMERGENCY<br>BRAKE SYSTEM CIRCUIT. SUBSTITUTED<br>WIRNG PER WCC FLOW CHART. WENT ON<br>TEST DRIVE. PROBLEM STILL OCCURING.<br>REMOVED SUBSTITUTE WIRES AND<br>HOOKED ORIGINAL WIRING BACK UP, AND<br>LIGHT AND BUZZER WENT OUT. TOOK ON<br>ANOTHER TEST DRIVE AND THE LIGHT<br>AND BUZZER REMAINED OFF. WAS UNABLE<br>TO DUPLICATE ABS LIGHT STAYING ON AT<br>THIS POINT. |          |
| [ Technicians : COLLINGSWORTH, COY ] |     |      |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          |

|                        |                  |                            |                 |                  |                        |
|------------------------|------------------|----------------------------|-----------------|------------------|------------------------|
| Org. Estimate \$540.00 | Revisions \$0.00 | Current Estimate \$ 540.00 | Additional Cost | Revised Estimate | <b>Labor:</b> 540.00   |
|                        |                  |                            |                 |                  | <b>Parts:</b> 0.00     |
|                        |                  |                            |                 |                  | <b>Sublet:</b> 0.00    |
|                        |                  |                            |                 |                  | -----                  |
|                        |                  |                            |                 |                  | <b>Sub:</b> 540.00     |
|                        |                  |                            |                 |                  | <b>Tax:</b> 0.00       |
|                        |                  |                            |                 |                  | <b>Total:</b> 540.00   |
|                        |                  |                            |                 |                  | <b>Bal Due:</b> \$0.00 |

[ Payments - Visa - \$540.00 ]

[WWW.JOESAUTORVTRUCK.COM](http://WWW.JOESAUTORVTRUCK.COM)

Warranty on parts and labor is six months or 6,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. For nationwide Tech-Net Warranty, please call 866-588-0728.

SIGNATURE..... Date..... Time.....



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](http://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**

**WORKHORSE****AUTHORIZATION FOR RECALL SERVICE**

| MODEL NAME | VEHICLE IDENTIFICATION NUMBER (VIN) | TSR | DEALER CODE | CAMPAIGN NO. |
|------------|-------------------------------------|-----|-------------|--------------|
|            | 5B4MP67G1333                        | USA |             | 51101        |

**VEHICLE OWNER -**

Please take the vehicle described above and this card to the selling dealer for service described in the accompanying letter. The dealer has been provided instructions for repairing the vehicle. If the location of the selling dealer is not convenient for you, please contact your nearest dealer.

**CHANGE OF OWNERSHIP - Vehicle sold to:**

NAME

STREET

CITY

STATE

ZIP CODE

51101  
5B4MP67G1333

USA

1ST NOTICE

VESTAVIA

AL

**VEHICLE OWNER - Please Note**

Please check one of the following blocks concerning this Vehicle and drop card in mail.

- 1 ☐ Vehicle Inspected - no corrections necessary.
- 2 ☐ Vehicle Corrections completed.
- 3 ☐ Vehicle Sold or Transferred.  
(Please complete CHANGE of OWNERSHIP block.)
- 4 ☐ Service not desired on this vehicle.  
Reason: \_\_\_\_\_
- 5 ☐ Vehicle scrapped (junked). Will not return to public streets or highways.
- 6 ☐ Vehicle stolen (whereabouts unknown).
- 7 ☐ Vehicle exported from U.S. to another country.  
(Please complete CHANGE of OWNERSHIP block.)

SIGNATURE

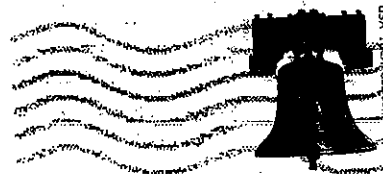
DATE



Birmingham, AL

BIRMINGHAM AL 352

125 WALKER AVE 1974 3 1



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

