

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

December 30, 2010

[REDACTED]
Thousand Oaks, CA [REDACTED]

Subject: Workhorse Recall #51101

Attn: Administrator
Nat'l. Hwy. Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

The recent recall notice (#51101) from Workhorse refreshed memories of the brake problems I've encountered since buying a Fleetwood Southwind in 2002. The first problem (the smell of burning brakes) was noticed in 2004 and repairs were done in October during the Bosch brake caliper recall of 2004 (Odometer reading = 14,619).

The next problem came in late 2007 when I started experiencing brake failure and ABS light coming on. The repair (calipers, rotors, ABS, etc.) was done in January of 2008 at a cost of \$3700 plus.

My extended warranty covered roughly half the cost, but I had to pay over \$1800 (Odometer reading = 27,027). I was upset and notified Workhorse that I felt they should reimburse me for the portion I had to pay. I received a response (see attached) that declined my request.

Although there is now another recall underway, I would like to submit a complaint that this recall did not occur soon enough to prevent my having to pay for the repairs done in 2008. I continue to feel that my 2008 repairs were required due to faulty calipers and that I should be reimbursed for the expenses I incurred.

Thank you for any help you may be able to offer.

[REDACTED]
Thousand Oaks, CA

Attachments: (4)

JAN 10 2011

NH
1-19-11
Pw

[REDACTED]

[REDACTED]

As per our discussion the other day I have reviewed your recent repair work performed at Whitney's Auto and RV. I have also reviewed your most recent email to me (attached in this email), in regards to the maintenance of the braking system please see the attached image below from the Workhorse Custom Chassis 2002 model year owner's manual. As you can see it is recommended to have the calipers inspected of which per our discussion, has not been done on your unit, until now. Also, in looking at the warranty claim that was submitted by Cummins Cal Pacific in Ventura for the Brake Caliper Campaign performed in October of 2004, the work was performed at Bosch's (the brake system manufacture) direction and to their high level of acceptance as well as Workhorse's and there where no issues in regards to workmanship or material defects and the coach has now had 12,408 miles put on it and a little of 3 years since the campaign was performed.

With regards to your comment regarding the fact that your extended service contract company covering a portion of the bill constituting a failure, well that is what they are there for. They are an extended warranty company. Your warranty with Workhorse Custom Chassis ended on February 9th of 2005. At this point in time Workhorse Custom Chassis has fulfilled it's obligation of a 3 year or 36,000 mile warranty (which ever occurs first). While I can most appreciate the fact that as a consumer you took the time to contact me and asked Workhorse to review said repair, and from time to time depending on the given circumstances / repair we may decide to offer a goodwill repair however in this case I will have to stand by the decision to not participate in reimbursement for the repair given that the braking system is a maintenance item and also contains components that are considered wear items and become the responsibility of the consumer.

Workhorse Chassis considers customer satisfaction to be our main goal and we are always open to comments / suggestions from our customers. I have also included a section from the California Commercial Drivers License manual regarding mountain braking and proper braking techniques. Not to question the way that you operate your RV, just some thoughts to offer up that could help save another costly repair in the future.

Thanks again and feel free to contact me if I may be of some assistance.

Regards,

Jesse D. Kauppinen

Regional Service Manager

Southern California

Cell 801-721-1349

Fax 760-295-6358

jesse.kauppinen@navistar.com



[REDACTED]

From: [REDACTED]
Sent: Thursday, January 31, 2008 8:25 AM
To: 'jesse.kauppinen@navistar.com'
Subject: VIN [REDACTED]

Jessie,

I received your email, but in looking again at my owner's manual (see attached) I don't find any reference to the caliper lubrication you noted.

As mentioned Tuesday, your email was the first time I've heard of this being part of any maintenance schedule.

The fact that this point was not brought to my attention at the time of the brake recall, or anytime since, causes me to feel that I should not have to pay any part of the recent repair performed by Whitney's.

The warranty approval for the caliper replacement would seem to confirm that the cause was faulty parts, and not negligent owner maintenance.

I ask that you look at this issue again and consider covering the cost of the repair that was not covered by warranty.

I realize my other options include my right to dispute the charge made to my credit card, but I don't want to punish Whitney's unnecessarily.

I look forward to your response and a resolution to this matter.

Thank you,
[REDACTED]



document2008-01-30-1
63700.pdf

AUTOMOTIVE REPAIR REG. NO. AE239589

SMOG LICENSE REG. NO. RE239589

EPA # CAL 000032074

Whitney's Auto & RV Care Center

920 Chambers Lane ♦ Simi Valley, California, 93065

Phone: (805) 581-1003 ♦ Fax: (805) 581-4692

46418

Estimate and Service Order 20700

**STATE LICENSED SMOG
INSPECTION AND REPAIR FACILITY**

Completed

Picking Up

Picked Up

Name	[Redacted]		City	T.O.	State	CA	Phone #	[Redacted]	Phone #	[Redacted]	Phone #	[Redacted]
Mileage	27027.4		Engine	8.1	VIN#	5B34MPL6G623	Tech	Rich	GEN HRS	481.6	Date	1-9-08
Qty	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	Amount										
2	W8000275 Axle gaskets	27.66										
2	W8000276 Inner Hub seals	51.65										
4	W8000365 Calipers w/Hardware	930.70										
2	W8000906 Pad sets	299.50										
2	W8002188 Rotors	320.50										
2	W800036 Inner Front seals	57.80										
	fluid Brake	50.00										
	gear oil	30.00										
	Brake Clean	9.95										
1	W8000709	102.73										

WHITNEY'S AUTO & RV C
920 CHAMBERS LANE
SIMI VALLEY, CA 93065

TERMINAL ID. : 00745853
MERCHANT #: 356520277886

VISA

SALE
BATCH: 000202
DATE: Jan 24, 08
SED: 0004

INV: 234944
TIME: 15:12
AUTH: 04563C

TOTAL \$1855.40

TOTAL PARTS	1880.13
Lbs Grease	
TOTAL	

TOTAL SUBLET	
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Tire Condition / Tread Depth
2/32 or Less is Unsafe

LF	32	RF	32
LR	32	RR	32
SPARE	32		

Battery Condition

Good ☐ Needs Recharge ☐
Needed Water ☐ Recharge ☐
Maintenance Free ☐

REPAIR ORDER

Safety Points Double Checked & Initialed for Your Protection

Crankcase Drain Plug

Transmission Plugs & Level

Differential Plugs & Level

Crankcase Filled By

Filter Test

Radiator Level

Brake Cylinder

Wheel Lugs

Warranty & Door Record

Indicates services that must be performed to protect warranty

CAR CARE SERVICE CHASSIS OTHER QTY AMOUNT

Transmission

W Manual ☐ Auto ☐ Drain Add

W Differential Drain Add

W Coolant Inspect Add

W Air Cleaner/Filter Clean Replace

W Brake Cylinder Inspect Fill

W Front Wheel Bearings Inspect Repack

W U Joints & Splines Drain Add

W Oil Filter Replace Drain Add

DIAGNOSIS - LABOR

Auto # 290671 Amount 1613.65 / Auto # 292221 / Amount 312.18

Labor Remove and Replace Front and Rear Brake Calipers, pads, removed and replaced rear brake rotors, grease seals & Axle seals, removed from rotor and machined and packed wheel bearings and replaced inner grease seals & Refilled fluids

Labor Diagnose ABS Light on / Scanned found R Rear speed sensor out of spec Needs replacing

Labor Remove and replace R Rear Speed Sensor Clear Trouble Code and road test All fine at this time

Estimated Cost Above Repairs \$ 230.00

Do you want old parts? Yes ☐ No ☐

I, the Registered Owner authorize you to perform the above repairs and furnish necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hrs after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto, including those for parts and labor, and I agree to execute a power of attorney in the event an attorney is retained to foreclose this lien.

Signed

EMISSION CONTROL REPAIR AUTHORIZATION

Certification?

Yes ☐ No ☐

Certificate Cost

Certificate #

Inspection Cost

By law you may choose and

indicates necessary.

Signed

Labor 1692.00

Parts 1880.13

Hazardous Waste Disposal 250

Oil & Grease

Sublet Repairs

MCI 2.00

Smog Certificate 5.00

Smog Test 5.00

Misc. Materials 5.00

Coupons - Discounts

Sales Tax 136.35

Thank You - TOTAL 3781.23

CHECK#

\$ (CARD) ACCT

CUSTOMER COPY

Est \$	Date	Time	Phone #	Contact
3637.00	1-17-08	248	[Redacted]	[Redacted]
\$				
\$				
\$				
\$ 3781.23	I acknowledge notice and oral approval of increase from original estimate			

Customer owes 1855.40

EPA # CAL 000032074

Estimate and Service Order

Claims

1-800-579-2233
Whitney's Auto & RV Care Center

FAX

46470 1-620-170-7668

920 Chambers Lane ♦ Simi Valley, California, 93065

Phone: (805) 581-1003 ♦ Fax (805) 581-4692

**STATE LICENSED SMOG
INSPECTION AND REPAIR FACILITY**

Completed

Picking Up

Picked Up

Name		City <u>TO</u>		State <u>CA</u>		Phone # <u>805</u>	
Mileage		Engine		VIN#		Tech	
<u>27029</u>		<u>81</u>		<u>SB4MP676623</u>		<u>JT</u>	
Class		Trans		Zip		Date	
<u>A: X</u>		<u>A: X</u>		<u>930</u>		<u>1-9-08</u>	
C: <u>S</u>		S: <u>S</u>					
Mileage		Engine		VIN#		Tech	
<u>27029</u>		<u>81</u>		<u>SB4MP676623</u>		<u>JT</u>	
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Mileage		Engine		VIN#		Tech	
<u>270</u>							

~~Sign~~ Sign only

Commercial Petroleum Equipment
7914 Ajay Drive
Sun Valley, CA 91352



Administrator (Workhorse Recall #51101)
Nat'l. Hwy. Traffic Safety Admin.
1200 New Jersey Ave, SE
Washington, DC 20590