

CL-10380589 -1636 NVS-200

MAR 02 2011

February 24, 2011

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RECEIVED - NHTSA

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

Dear Sir's,

Attached is a second letter sent to Workhorse Manufacturer referring to their recall (50002-1 interim bulletin their #) on brake calipers.

This my second letter to you, the first on January 16th. 2011.

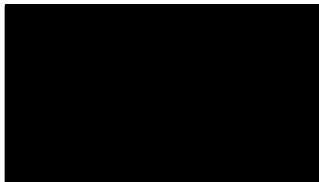
In that letter I requested your administrator to consider that failure of brakes referred to in your recall, to cover all parts necessary to bring the unit back to new condition due to **premature** failure of brake calipers.

My situation is not unique, I have talked with others whom also had large bills resulting from the recall. Workhorse is using every out possible to avoid their responsibility. The failures of pads and Rotors as shown in the pictures in my enclosed letter are at 26,000 miles, one can only wonder where they would have completely failed and the emergency situation that would have resulted had the recall not been instituted. All I ask is Workhorse to step up to the full extent of their responsibility.

The consequences of Workhorse not stepping up to the plate, surely looks like a good candidate for a Class Action Law Suit. Hopefully this is not another Toyota debacle.

I look forward to hearing from you!

Sincerely,



Ahwahnee, Ca. 

Enc.: Second letter to Workhorse Manufacturer dated Feb. 23, 2011

MC
03811
TRW

February 23, 2011

Mr. J. Bauer
Customer Relations
Workhorse Custom Chassis

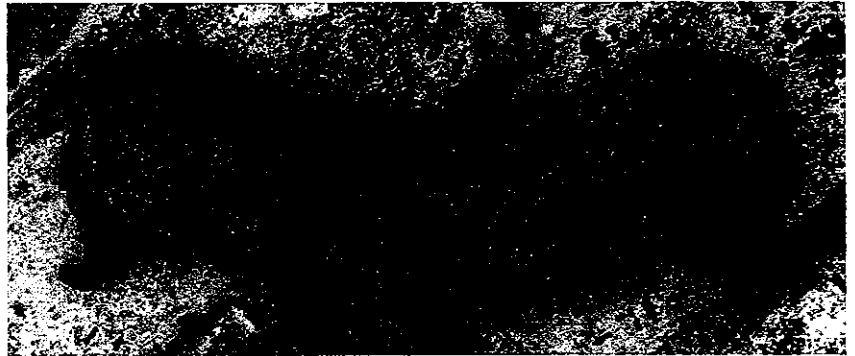
Ref: Vin B4MP67G683

Dear Mr. Bauer,

Thank you for your response regarding premature brake failure I incurred. I can tell by your response I failed to communicate. You generously sent pictures of conditions you will and will not cover in the recall. Since a picture is worth a thousand words enclosed are pictures of my brake pads and rotors.

This picture shows the deteriorated brake Pad with only 26,000 miles on it. Comparing it to Your picture below, I think my damage is greater than yours, though you do not have a reference mileage for comparison.

Notice the lack of glaze associated With normal wear.



The brake pad shown below exhibits the rough/damaged surface typically associated with material transfer from the pad to the rotor due to excessive heat. The corresponding rotor will most likely exhibit corresponding material deposits from these pads. Replacement of a brake pad in this condition is considered collateral damage and is covered by the interim repair procedure.





Note the thickness of rotors also note the heat factor as evidenced by cracking and delaminating of metal on rotors.

Note crack through rotor this is the same crack evidenced above in end view. Notice lack of scoring normally associated to worn pads.

Noted there was no transfer of resins etc.

Per your bulletin: "a large radial crack that has migrated through the outer surface, will need to be replaced."



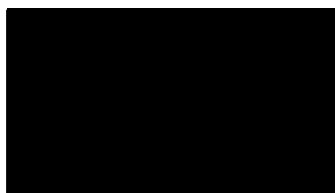
A little background on my history: I drove previously a Fleetwood Bounder on a Ford chassis over 100,000 miles with out any brake problems, that tells me a brake failure on a much heavier duty chassis such as yours should not have experienced a failure of this magnitude at 26,000 miles.

Thank you again for the copy of the interim bulletin 50002-1, it provided the language needed to communicate my request for reimbursement of \$1072.15 for repairs. Copies of bill submitted in letter of November 30th, 2010.

A copy of this request is also being submitted to National Traffic and Motor Vehicle safety.

I request you reconsider your refusal of my claim as stated in your letter of January 27, 2011. If I do not hear from you, it will be necessary to seek resolution through the courts, which isn't my desire.

Sincerely,

A large black rectangular redaction box covering the signature area.

Ahwahnee, Ca.



Ahwanee, Ca.



1/16/30



Administrator, Natl. Hwy. Traffic Safety Admin.
1200 New Jersey Ave. SE
Washington, DC. 20590

