

C1-10380509-9535

NNS-200

Administrator, National Highway Traffic Safety Administration

January 16, 2011

1200 New Jersey Ave. SE
Washington, DC 20590

JAN 25 2011

EXECUTIVE SECRETARIAT

2011 JAN 24 P 3:47

RECEIVED - NHTSA

Dear Sirs

Attached is a letter sent to Workhorse Manufacturer as a result of work done on their recall of brake calipers that were seizing. My unit a 2008 Winnebago on the Workhorse chassis WH w22 -6 that has 26838 miles, required replacement of the front rotors and all of the brake pads. The rotors were actually cracked but not burned requiring replacement; the pads were disintegrating from pounding, rather than normal wear also requiring replacement.

I have talked with several brake repair people and they state this is not normal failure, rather likely to have been caused by the malfunctioning brake calipers.

I followed Workhorse procedures and used their recommended repair shop. The Shop supervisor stated that they were experiencing many units requiring rotor replacement, far beyond normal expected for the usage on the vehicles.

In my letter I ask Work horse manufacturers for consideration in covering the cost of what they refer to as wear parts i.e. Rotors and Pads and subsequent seals etc. which required replacing as part of the repair. They have not responded in 45 days, which I consider reasonable time to allow them to consider and respond to my request.

I request your administration to consider that the failure of brakes referred to in your recall should cover all parts necessary to return the unit back to new condition due to premature failure of brake calipers installed.

I realize this has serious wide spread monetary considerations, then those were decisions made at time of manufacture and should not fall upon the shoulders of the consumer.

Enclosed is a copy of the bill incurred to correct the failure of brake calipers addressed in the recall.

I await a response, and also sending a copy of this letter to Workhorse to give them another opportunity to step up to the plate. I have the removed parts if you need pictures, or want to have them analyzed.

Ahwahantee, Ca,

HC
2-1-11
RW

Dear Workhorse Manufacturer

November 30, 2010

Recently you invited us to participate in a recall for brake caliper replacement due to possibility of there seizing.

Thank you for your concern regarding the possibility of failure.

It seems that my vehicle a 2008, vin # 5B4MP67G683 [REDACTED] experienced more than normal brake failure. Hence repairs were made that appear to not be covered in your original repair consideration.

This seems like I was invited to enter a pond that you visioned to be ankle deep and turned out to be knee deep.

In that your bill for recall was \$340.00 and my bill was \$1072.15 which includes the following repairs, 2 ea front seal, 2 ea new rotors for front wheels, new brake pads front and rear, front seals and seal oil cap.

My vehicle had 26,838 miles on it at the time. The front rotors were actually cracked, but not burned, requiring replacement. It is my thought that these extensive repairs were caused by the malfunctioning of the calipers replaced under recall.

I know your position is that these were wear parts and not covered under the recall.

I have talked with several brake replacement shops and they all say that this is abnormal wear, caused by the malfunctioning calipers. In this thought I invite you to the party of \$1072.15 billed and paid by me to get the coach on the road again.

I await your response.

Sincerely,

[REDACTED]

Attachments: Bill from your authorized repair shop for \$1072.15

Re. 2008 Winnebago, voyage, with 22.5 inch wheels, 8.1L V8 engine, workhorse chassis

[REDACTED]

Ahwahane, Ca. [REDACTED]

Bud Eberwein Automotive

www.budeberweinautomotive.com

1559 Broadway St.
Fresno, CA 93721

559-268-6359

ARD00227985 RE227985 CAD982342784 1564439-01

Invoice # : 0129051

Original Est. # : 0009984

Page 2 of 2

Wednesday, November 10, 2010

P.O.# : 1960736105388

Customer : [REDACTED]

Address : [REDACTED]

City : AHWAHNEE, CA [REDACTED]

PRI 1 : [REDACTED]

Ext :

Phone 3 : [REDACTED]

Ext : CELL

Vehicle : 2008 WH W22 6

License : [REDACTED]

Lic2 :

VIN : 5B4MP67G683 [REDACTED]

Unit # :

Engine : 8.1/V8/MFI G

Trans : AUTO

Mileage : 26838

Dept :

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description		Price	

Tire Psi: Spec: _____ LF: _____ RF: _____ LR: _____ RR: _____

\$47 Check. Customer Initials: Approved: _____ Declined: _____

Comments:

Warranty on labor is 3 months or 3000 miles whichever comes first. Warranty work has to be preformed in our shop or by our agent and cannot exceed the original cost of repair. In the event of legal action to collect any sums due, I agree to pay costs of collection and fees including reasonable attorney's fees. (PLAESE READ REVERSE SIDE)

Signature: _____

I acknowledge notice and oral approval of an increase in the original estimated price. _____
(signature or initials)

WRITER: ZARKIS M

Labor : \$300.00

Parts : \$708.56

Sublet : \$0.00

Other Fees : \$0.00

Subtotal : \$1,008.56

Sales Tax : \$63.59

Credit Card Fee: \$0.00

Paid By :

Total : \$1,072.15

Pay Ref :

Paid : \$1,072.15

Due : \$0.00

Center : 3

Terminal 2

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P.O.# : 1960736105388

Customer :
Address :
City : AHWAHNEE, CA
PRI 1
Phone 3
Ext :
Ext : CELL

Vehicle : 2008 WH W22 6
License :
VIN : 5B4MP67G683
Engine : 8.1/V8/MFI G
Mileage : 26838
Lic2 :
Unit # :
Trans : AUTO
Dept :

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description		Price	

Tire Psi: Spec: _____ LF: _____ RF: _____ LR: _____ RR: _____

\$47 Check. Customer Initials: Approved: _____ Declined: _____

Estimate Approvals:

Original Approval Date: 10/26/2010 11:03:00 AM Reason:

Amount: \$2,376.00 Auth By: _____ Contacted By Phone

Phone: _____ By: ZM

Revised Approval: 10/27/2010 9:12:00 AM Reason:

Amount: \$876.00 Auth By: _____ Contacted By Phone

Difference from Previous Approval: (\$1,500.00)

Phone: _____ By: ZM

WR 002	5	REMOVE & REPLACE FRONT BRAKE PADS, MACHINE FRONT ROTORS, REPACK FRONT WHEEL BEARINGS, BLEED SYSTEM AND REAR PADS	300.00	708.56	1008.56
	2.00	W8000036 FRT SEAL		81.66	
	2.00	W8002188 ROTOR		400.00	
	2.00	W8810906 BRAKE PADS		220.00	
	2.00	W8003312 SEAL-OIL CAP		6.90	
SS 0	5	REMOVE AND REPLACE RIGHT REAR SPRING	eclined	0.00	
	1.00	W0012886 SPRING		Declined	

Payments:

Paid: VISA/MASTERCARD, \$1500.00, on 10/26/10

CardNo: [XXXXXXXXXX], AuthorizationNo: [00000001], Expires: XX/XX

Paid: VISA/MASTERCARD, -\$427.85, on 11/10/10

CardNo: [XXXXXXXXXX], AuthorizationNo: [00000001], Expires: XX/XX

Ahwahnee, Co.

FRESNO CA 938
18 JAN 2011 PM 1 T



Administrator, National Hwy. traffic Safety Admin.

1200 New Jersey Ave SE

Washington, DC 20590

