

 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 MAR 2 2 2011 28-FEB-2011	Repository ☐ Reference No. 10384757
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City CARLSBAD	State CA	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5B4LP57GX33 [REDACTED]		Make ITASCA	Model SUNOVA
		Model Year 2003	
Date Purchased 1-24-03	Dealer's Name and Telephone Number LA MESA RV 858-874-8000		Engine: 8.1 L No: Cylinders 8
Original Owner ☐	Dealer's City SAN DIEGO	State CA	Fuel Type: GAS
	Zip Code		
Transmission Type AUTO MUSON	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: BRAKE CALIPERS
		Incident Date(s) 01-FEB-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 110000 ELECTRICAL SYSTEM			Failure Mileage 9800
			Failure Speed 5
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	☐ Original Equipment ☐ Prior Repair		Failure Location:
Tire Component Code		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
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 NA	Number of Deaths NA
		Reported to Police NA	
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 2003 ITASCA SUNOVA. THE CONTACT STATED THAT WHILE DRIVING AT LOW SPEEDS THE BRAKES WERE APPLIED AND THEY WOULD NOT RELEASE. THE VEHICLE WAS ABLE TO BE DRIVEN AFTER WAITING A WHILE. THE VEHICLE WAS INSPECTED BY AN INDEPENDENT MECHANIC WHO ADVISED HIM THAT THE BRAKES NEEDED TO BE REPLACED ALONG WITH THE ELECTRICAL MODULE. THE BRAKES WERE REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 9,800. SEE ENCLOSED BULLETIN 51101-C. I WAS TOLD THAT MY VIN # WAS NOT COVERED - IT IS THE EXACT PROBLEM AS 51101-C -			
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 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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A NAVISTAR COMPANY

WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN

BULLETIN NO: 51101-C

September 1, 2010

BULLETIN TYPE: Safety Campaign

SUBJECT: Replacement of Bosch Service Brake Calipers

MODELS: All 2001 through 2011 Model Year W20, W21, W22, and W22D Motor Home Chassis Equipped with Bosch Brake Calipers

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in the Bosch ZOPS and ZOHT slide-pin hydraulic disc brake systems. These service brake systems were installed on the Workhorse incomplete-vehicle chassis identified below and were subsequently used in the manufacturing of motor homes.

The pistons inside the 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 during normal operating conditions. If 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.

VEHICLES INVOLVED

Certain W20, W21, W22 and W22D motor home chassis built from July 24, 2000, through August 2, 2010.

Dealers must check the WOW system to determine if the vehicle is affected by this safety recall and requires the final remedy to be performed.

OWNERS NOTIFICATION

Workhorse will notify owners and body companies regarding safety recall 51101-C. Attached is a copy of the owner's letter and accompanying instructions.

DEALER RESPONSIBILITY

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in their inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer, or delivery. If vehicles have been sold or transferred, and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the appropriate personnel at the transfer location or the customer must be notified immediately by your dealership.

Dealers must make every effort to promptly schedule an appointment with each owner to repair their vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

SERVICE PROCEDURE

The service procedure for this safety campaign requires the replacement of all four Bosch service brake calipers; bleed the brake system; apply the campaign completion sticker to the vehicle, and test drive the vehicle to verify brake system operation. Once the vehicle has been test driven, verify that there are no leaks in the hydraulic brake system. Use labor operation code T5024 on the final remedy invoice submitted to Workhorse for payment.

If Campaign 50401-C is Still Open on Customer's Vehicle

For all affected 2001 through 2003 model year, incomplete-vehicle chassis built between August 10, 2000, through, July 29, 2002; a review of the VIN profile must be