

J [Redacted]
Houston, T.X.

THIS LETTER WAS RETURNED
IN LATE DEC. BY POST OFFICE
& THIS THE THIRD TIME MAILING
RETURNED EACH TIME

Houston, TX
~~Nov. 9, 2010~~
~~DEC 30, 2010~~
FEB. 25, 2011

Ref: Workhorse Custom Chassis
PO Box 110
922 South State Route 32
Union City In. 47390 USA

Dear Sir:

I am writing this letter because I need help with this company on a bad product for recall brakes. They promise to pay for what I had to fix until they got a replace parts that took over two years. My Chassis was built in the time of possible trouble. The first trouble was the front brakes, Sept 20 2007, miles was 16,745. The second time was April 07, 2008. This was the back brake at 18,105 miles. I had extended warranty that paid both times on replacement repairs. They have now made replacement parts with permanent one on all four wheels around Oct 11, 2010.

They sent me a check for \$592.⁰⁵ for the back brakes and said that's all they owe me. I have not cash the check.

My question is if they fixed both with permanent part now how could they not owe repair on the front brakes also. I only want what I spent for repair \$1,953.²¹ for the damaged repairs. R.V. Masters Inc. is a Workhorse repair dealer. They only did the repairs that needed to be fixed. They only want to fix their bad parts. I don't think I should the damage their bad product caused. Let me hear from you

Thank

[Redacted Signature]

(OVER)

FT
03/01/11
T2W

Workhorse finally got the parts after 3 years and
fixed all four wheels. They don't want to pay for
any damage their product caused or for repairs
while waiting to come up with recall parts.
work done in Oct 2010. I try to get them to
tell me what they paid on the \$92.00 was on and
they said they didn't have to tell me. Notice mileage
on each repair. I am a estate drive and live
on level part of the court. I didn't ride the
brakes

RV MASTERS INC.

1739 BINGLE RD

HOUSTON, TEXAS 77055

713-461-2300

713-461-2337

Invoice	13504
Date	04/07/08

Invoice

Authorized By

Year	2003
Make	FLEETWOOD
Model	SOUTHWIND
Motor	L18
Vin #	5B4MP67G833
Licens/tx	
Miles In	18105

HOUSTON TX

Customer Notes **Service Recommendations**

Labor and Service Description	Qty	Price	Extended	Labor Tech
Job id 0				
Job id 1				
* CHECK BRAKES, SYSTEM BACKPRESSURING				
REAR CALIPERS SEIZED, ROTORS AND PADS DAMAGED. REPLACED REAR CALIPERS, ROTORS, PADS, GREASE SEALS, BLED SYSTEM AND REPACKED BEARINGS. RV SHIELD TO PAY \$645.40 TOWARD REPAIR. AUTH #64267902 AS PER LARRY. CCPAY 614.839.7933. POLICY #CRVS II 13534 @ 4.				473.00 CS
W8000364 REAR CALIPER	2.00	175.91	351.82	
601458 VALVOLINE BRAKE FLUID DOT3&4	2.00	8.11	16.22	
W8002188 BRAKE ROTOR	2.00	121.79	243.58	
W8810906 BRAKE PADS	1.00	113.81	113.81	
W8000276 HUB SEAL	2.00	19.81	39.62	
Total for Sub Order: 1238.05				
Job id 2				
* CHECK BRAKE FLUID VISCOSITY				
FLUID FLUSH AS PART OF REPAIR, SEE LINE ONE				CS
Job id 3				
* CUSTOMER REQUESTS FUEL INJECTION SERVICE				
COMPLETED FUEL INJECTION CLEANING SERVICE @ 1.50 HOUR(S)				165.00 CS
210 FUEL INJECTOR SYSTEM CLEANER	2.00	23.49	46.98	
Total for Sub Order: 211.98				

EXTENDED WARRANTY

RV SHIELD PAYS \$645.40 TOWARD BRAKE REPAIR AUTH-64267902

THANK YOU FOR "LETTING THE MASTERS WORK FOR YOU!"

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. If it becomes necessary for you to employ a collection agency, and/or attorney to collect this amount, I the undersigned agree to pay all court costs plus a reasonable attorneys fee and/or collection agency fee.

Labor	638.00
Parts	812.03
Subtotal	1450.03
Tax	68.57
Supplies	19.14
	0.00
	0.00
Total	1537.74

EXTENDED WARRANTY RV SHIELD 645.40

X _____ Date _____

CCPAY 614-839-7933 CUSTOMER 892.32



Workhorse Custom Chassis
 P.O. Box 110, 922 South State Route 32
 Union City, IN 47390 USA

navistar.com

A NAVISTAR COMPANY

SAFETY RECALL 50901-C

MAY 2009

INTERIM NOTICE



Houston, TX

Dear Workhorse Customer,

This notice is sent to you in accordance with the requirements and approval of the National Traffic and Motor Vehicle Safety Act.

The recall

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in certain W20, W21 and W22 motor home chassis built from July 24, 2000 through December 19, 2007.

Description of defect

Certain RV applications equipped with axles that include Bosch ZOPS or Bosch ZOHT Pin Slide hydraulic disc brakes when combined with occasional or seasonal vehicle operation may experience calipers sticking in the applied position. This can result in abnormal heat generation at the wheel end causing brake drag. Although the driver would normally have warning of the brake drag - if undetected by the driver, the temperature increase at the wheel end can eventually lead to soft pedal conditions due to brake fluid boil, and possible extended stopping distance.

Is my motor home chassis affected?

This brake recall is only for Workhorse W20, W21 and W22 motor home chassis, built from July 24, 2000 through December 19, 2007. Affected owners will be notified based on the VIN and the vehicle build date.

Are there warning indicators that precede a brake failure?

The defective brake calipers on certain motor home chassis may cause hot brakes, brake drag, overheating, melting of the anti-lock brake sensor, and in a small number of cases, boiling brake fluid, which may result in loss of brake function.

There are some related symptoms commonly reported by complainants and verified by field testing that indicate the problem could be developing. These warning signs include the following:

- a. A distinct "brake burning" smell.
- b. One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- c. An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- d. Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- e. A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- f. The brake pedal feels mushy or goes to the floor – this is indicative that the brake fluid in the vehicle is possibly boiling and therefore the brake system losing its effectiveness.
- g. Motor homes that are kept in storage for long periods of time or that are driven in moist environment conditions are more likely to be susceptible to failure.

What should I do if I experience any of these indicators?

If you have any of the above symptoms, please pull over and examine the wheel ends for excessive heat. In the event that you do experience symptoms, we would suggest that you contact a Workhorse service center immediately for evaluation and possible temporary repairs. Our service center network has been notified of this problem and can take appropriate action to repair one or more dragging brake calipers until such time that the final remedy can be performed.

INTERIM NOTICE

Why is this an interim letter?

This voluntary recall is a result of an investigation that Workhorse commenced in November 2007, in conjunction with the National Highway Traffic Safety Administration. Workhorse has decided to recall certain motor home chassis built with the Bosch ZOHT and ZOPS brake calipers from July 24, 2000 through December 19, 2007. When the final remedy is identified, owners will be instructed to bring their vehicles to a Workhorse service center to have the recall performed.

Workhorse has worked diligently with our current brake supplier Bosch, and NHTSA to identify and correct the problem. Significant resources have been allocated to gain a full understanding of the matter. While the problem has now been identified, a final remedy must still be determined. Therefore we are sending this interim letter to alert you about the recall and provide you with instructions for safe driving until such time as the new parts are available.

When will the actual recall letter arrive?

A notification date has not been determined as of the date of this letter. When available, Workhorse will notify you by letter to bring your motor home in for repair. **At that time you should contact your local Workhorse service center and make an appointment, even if you have not experienced any brake warning indicators.**

How will the actual recall work?

Workhorse will notify all owners of the identified vehicles with a letter asking that the owner bring the motor home to a service center when a sufficient number of replacement parts are available. The service center will perform the remedy free of charge. The remedy will not routinely include the installation of new brake linings or rotors or any other part that would be considered maintenance. However, in the event that a vehicle has experienced the condition resulting in overheating and damage to the linings, rotors, or other components, they will also be replaced free of charge.

What will this recall do for me?

In voluntary compliance with the National Traffic and Motor Vehicle Safety Act, Workhorse will provide a remedy **at no cost to you.**

If you have previously replaced a brake caliper on a motor home chassis involved in this recall, you may be eligible for reimbursement on certain repairs made after November 16, 2007. Please contact your local Workhorse service center or Workhorse Custom Chassis directly. However, Workhorse is not required to reimburse owners for collateral costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.).

There are numerous other causes for caliper failures such as insufficient maintenance, riding the brakes, or overuse of the brakes on long downgrades. Workhorse will not reimburse owners for these type of failures or resulting damage.

Answers to possible questions

- Service Centers capable of performing the brake recall are listed on the website www.workhorse.com. This website will be updated with any new information.
- Workhorse will only tow your unit to complete the brake recall if deemed necessary by Workhorse service personnel.
- Workhorse will not pay for a rental for you as a result of this recall.
- Failures encountered before the new parts become available will be repaired under warranty using the current designed parts.

If you have further questions or need assistance you may contact Workhorse at 877.246.7731. You may also contact the Administrator, National Highway Traffic Safety Administration, at 1200 New Jersey Avenue, SE, Washington DC 20590, or toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

THESE NUMBERS ARE IN QUINT AND RECALL DATES

VIN (584MP67G833) [REDACTED] 59575

584MP67G833 [REDACTED]
[REDACTED]

59575-000

[REDACTED]

1ST NOTICE

HOUSTON

TX [REDACTED]



Workhorse Custom Chassis
 P.O. Box 110, 922 South State Route 32
 Union City, IN 47390 USA

navistar.com

A NAVISTAR COMPANY

SAFETY RECALL 50901-C

DECEMBER 2009

UPDATED INTERIM NOTICE

Dear Workhorse Customer,



Houston, TX

This notice is sent to you in accordance with the requirements and approval of the National Traffic and Motor Vehicle Safety Act.

This notification is an update to the initial safety recall interim notice mailed in May 2009.

The recall

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in certain W20, W21 and W22 motor home chassis built from July 24, 2000 through December 19, 2007.

Update: The final remedy has been determined through extensive testing and development. Workhorse is now starting the production phase, which includes tooling for the final remedy. You will be notified again when remedy parts are available.

Description of defect

Certain RV applications equipped with axles that include Bosch ZOPS or Bosch ZOHT Pin Slide hydraulic disc brakes when combined with occasional or seasonal vehicle operation may experience calipers sticking in the applied position. This can result in abnormal heat generation at the wheel end caused by brake drag. Although the driver would normally have warning of the brake drag - if undetected by the driver, the temperature increase at the wheel end can eventually lead to soft pedal conditions due to brake fluid boil, and possible extended stopping distance.

Is my motor home chassis affected?

This brake recall is only for Workhorse W20, W21 and W22 motor home chassis, built from July 24, 2000 through December 19, 2007. Affected owners will be notified based on the VIN and the vehicle build date.

Are there warning indicators that precede a brake failure?

The defective brake calipers on certain motor home chassis may cause hot brakes, brake drag, overheating, melting of the anti-lock brake sensor, and in a small number of cases, boiling brake fluid, which may result in loss of brake function.

LOSS OF BRAKE FUNCTION

There are some related symptoms commonly reported by complainants and verified by field testing that indicate the problem could be developing. These warning signs include the following:

- a. A distinct "brake burning" smell.
- b. One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- c. An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- d. Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- e. A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- f. The brake pedal feels mushy or goes to the floor - this is indicative that the brake fluid in the vehicle is possibly boiling and therefore the brake system losing its effectiveness.
- g. Motor homes that are kept in storage for long periods of time or that are driven in moist environmental conditions are more likely to be susceptible to failure.

What should I do if I experience any of these indicators?

If you have any of the above symptoms, please pull over and examine the wheel ends for excessive heat. In the event that you do experience symptoms, we would suggest that you contact a Workhorse service center immediately for evaluation and possible temporary repairs. Our service center network has been notified of this problem and will take appropriate action to repair one or more dragging

UPDATED INTERIM NOTICE

brake calipers free of charge until such time that the final remedy can be performed.

Why is this an interim letter?

This recall is a result of an investigation that Workhorse commenced in November 2007. Workhorse has decided to recall certain motor home chassis built with the Bosch ZOHT and ZOPS brake calipers from July 24, 2000 through December 19, 2007. When the final remedy is available, owners will be instructed to bring their vehicles to a Workhorse service center to have the recall performed.

Workhorse has worked diligently with our current brake supplier Bosch, and NHTSA to identify and correct the problem. The final remedy has been determined through extensive testing and development, and Workhorse is now starting the production phase, which includes tooling for the final remedy. This updated interim letter is being provided to inform you of the progress being made toward a final remedy.

When will the actual recall letter arrive?

A notification date has not been determined as of the date of this letter. When available, Workhorse will notify you by letter to bring your motor home in for repair. **At that time you should contact your local Workhorse service center and make an appointment, even if you have not experienced any brake warning indicators.**

How will the actual recall work?

Workhorse will notify all owners of the identified vehicles with a letter asking that the owner bring the motor home to a service center when a sufficient number of replacement parts are available. The service center will perform the remedy free of charge. The remedy will not routinely include the installation of new brake linings or rotors or any other part that would be considered maintenance. However, in the event that a vehicle has experienced the condition resulting in overheating and damage to the linings, rotors, or other components, they will also be replaced free of charge.

What will this recall do for me?

In compliance with the National Traffic and Motor Vehicle Safety Act, Workhorse will provide a remedy **at no cost to you.**

If you have previously replaced a brake caliper on a motor home chassis involved in this recall, you may be eligible for reimbursement on certain repairs made between November 16, 2007 and June 15, 2009. Please contact your local Workhorse service center or Workhorse Custom Chassis directly.

There are numerous other causes for caliper failures such as insufficient maintenance, riding the brakes, or overuse of the brakes on long downgrades. Workhorse will not reimburse owners for these type of failures or resulting damage.

Answers to possible questions

- Service Centers capable of performing the brake recall are listed on the website www.workhorse.com. This website will be updated with any new information.
- Workhorse will only tow your unit to complete the brake recall if deemed necessary by Workhorse service personnel.
- Workhorse will not pay for a rental for you as a result of this recall.
- Failures encountered before the new parts become available will be repaired using the current designed parts.

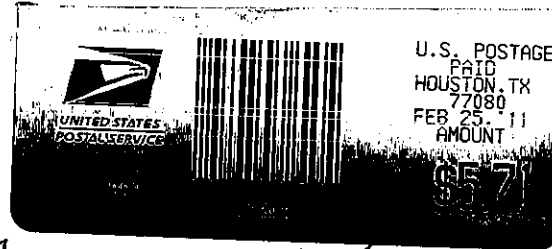
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Houston, TX



7010 3090 0000 5956 8582



U.S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation (NVS-210)
1200 New Jersey Ave. South East West Bldg.
Washington, D.C. 20590

X-RAYED
MAR 02 2011

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