

MAY 19 2011

May 12, 2011

National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE,  
Washington DC 20590

EXECUTIVE SECRETARIAT

2011 MAY 16 P 1:48

RECEIVED - NHTSA

Administrator:

I am writing this letter in order to find out why when there is a recall; the owner of the vehicle is responsible for paying for the repair. In 2008 I had other recall work done; Campaign 50402-C Acria Instrument Cluster Campaign 60401-C Incorrect Catalytic Converter

At this time I complained about the Anti-lock light being on. They changed the wheel sensors. Within 500 miles the Anti-lock light came on again. In the meantime I received the pending notice for the brake recall, at that time somewhere around 20,000 miles I had a front brake pad failure and replaced the front pads. Then in December 2009 I received the Interim notice. So waited for the recall notice. When I received the recall notice I made the appointment only to find out it was months out. Meanwhile I accumulated mileage on my motor home. The whole time the Anti-lock light being on. I have been a truck driver in the past so am well aware of how to brake a vehicle of this weight. When I bought the motor home I question why there wasn't a transmission brake on a rig of this size. Now I'm being told that they do have a transmission brake on this rig. Obviously the rig was designed with too small of a brake system, or the Bosch calipers sticking and causing heat between the pads and the rotors caused excessive brake ware. So why am I responsible for this repair? It is obvious to me since the repairs were made, the motor home runs more freely than before. The brake pedal even takes more stroke to apply the pads. What has been the price over paid just for gas in 36,000 miles? Enclosed please find the invoice of the charges.

[REDACTED]  
Laytonville, Ca. [REDACTED]

CC:  
Workhorse Custom Chassis, LLC  
PO Box 907  
Palatine, Il 60078-0907

Aled Auto and Truck  
538 Martin Ave. Suite-A  
Rohnert Park, Ca. 94928-2931

MC  
052511  
TAW



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,

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.

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

over →

## 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](http://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.

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>.



**Aled Auto & Truck**  
 538 Martin Ave. Suite-A  
 Rohnert Park, CA. 94928-2047  
 Phone - 707-584-5723 Fax - 707-584-2931  
 We do automotive, light & medium trucks, & motorhomes

INVOICE

12265

BAR# AE239357 RE239357  
 CAL 000293853

Print Date : 05/06/2011

**INVOICE**



Laytonville, CA [Redacted]  
 Cellular [Redacted] --- Warranty 801-721-1349  
 Cust ID : 616 Ref # :

2003 Workhorse - Winnebago  
 8.1 gas, M74 ALLISON 1000, JL9  
 Lic # : [Redacted] Odometer In : 36410  
 Unit # : 10L92D272889 Odometer Out : 36415  
 Vin # : 5B4MP67G533 [Redacted]  
 Hat # :

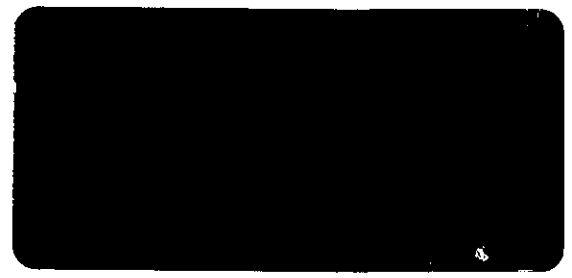
Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ABS SENSOR KIT				REPLACE THE FRONT ABS SENSORS.	93.00
WCCW8001709	2.00	86.17	172.34	REPALCED BOTH FRONT ABS SENSORS	
WORK HORSE BRAKE PADS MOTOR HOME				REPLACE THE FRONT BRAKE PADS AND ROTORS.	310.00
WCCW8810906	1.00	199.10	199.10	REPLACED FRONT BRAKE PADS ROTORS AND AXLE SEALS.	
FRONT INNER HUB SEALS MOTOT HOME.				REPLACE THE REAR BRAKE ROTORS AND PADS.	620.00
WCCW8000036	2.00	46.87	93.74	REPLACED REAR BRAKE PADS AND ROTORS AND BEARING SEALS.	
Brake Rotors, brake W22				REMOVE AFTER MARKET ALARM SYSTEM AND DIAGNOSE NO START ISSUE. FOUND THE AFTER MARKET ALARM WASINSTALLED WITH TOO SMALL GUAGE WIRES AND HAS CAUSED THE IGNITION SWITCH TO MELT DOWN. RECOMMEND NEW SWITCH.	310.00
WCCW8002188	2.00	159.51	319.02	REPLACED THE IGNITION SWITCH WITH NEW WORK HORSE SWITCH. OPERATING TO SPECS AT THIS TIME.	
GEAR OIL (pint) CHEVRON DELO 80W/90	1.00	4.35	4.35		
SEAL, WHEEL REAR					
WCCW8000276	2.00	36.95	73.90		
Brake Rotors, brake W22					
WCCW8002188	2.00	159.51	319.02		
WORK HORSE BRAKE PADS MOTOR HOME					
WCCW8810906	1.00	199.10	199.10		
GEAR OIL (pint) CHEVRON DELO 80W/90	2.00	4.35	8.70		
IGNITION SWITCH					
WCC26047332	1.00	236.37	236.37		

[Redacted]  
LAYTONVILLE, CA.  
[Redacted]

**CERTIFIED MAIL™**



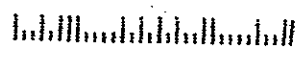
7009 0960 0000 4432 5780



W40-304

NATIONAL Highway TRAFFIC SAFETY Administration  
1200 New Jersey Ave, SE,  
WASHINGTON DC 20590

ATTEN: ADMINISTRATOR



**Aled Auto & Truck**  
 538 Martin Ave. Suite-A  
 Rohnert Park, CA. 94928-2047  
 Phone - 707-584-5723 Fax - 707-584-2931  
 We do automotive, light & medium trucks, & motorhomes

INVOICE

12265

BAR# AE239357 RE239357  
 CAL 000293853

**INVOICE**

Print Date : 05/06/2011



Laytonville, CA  
 Cellular [Redacted] --- Warranty 801-721-1349  
 Cust ID : 616 Ref # :

2003 Workhorse - Winnebago  
 8.1 gas, M74 ALLISON 1000, JL9  
 Lic # : [Redacted] Odometer In : 36410  
 Unit # : 10L92D272889 Odometer Out : 36415  
 Vin # : **5B4MP67G533** [Redacted]  
 Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
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[ Technicians : STANLEY, JAMES 009; Select, Technician ]

Org. Estimate \$2,544.25 Revisions \$568.83 Current Estimate \$ 3,113.08 Additional Cost Revised Estimate

<b>Labor:</b>	<b>1,333.00</b>
<b>Parts:</b>	<b>1,625.64</b>
<b>Sublet:</b>	<b>0.00</b>
<b>Sub:</b>	<b>2,958.64</b>
<b>Tax:</b>	<b>154.44</b>
<b>Total:</b>	<b>3,113.08</b>
<b>Bal Due:</b>	<b>\$3,113.08</b>

05/04/2011 - 1:14 Cox, John  
 Parts: \$236.37 Labor: \$310.00 Sublet: \$0.00 Taxes & Fees: \$22.46

\$568.83  
~~\$3,113.08~~  
~~- 568.83~~  
 2544.25  
*Not in Recall*

[ Payments - ]

New replacement parts and labor have a limited warranty for 24,000 miles or 24 months whichever comes first. valid only if vehicle is returned at customer's expense to our facility for adjustments. Warranty will be voided by over-heating, lack of lubrication, off-road use for non off-road vehicles This warranty extends only to the person to whom services were provided and not any subsequent owner. Parts are new unless otherwise listed.  
 I acknowledge notice and oral approval of an increase in the original estimated price.

Initials \_\_\_\_\_

SIGNATURE..... Date..... Time.....