

CI-10459411-6801

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MAY 14 2012

May 02, 2012

National Highway Traffic Safety Administration
Attn.: Administrator for Safety Recall 51101-C
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: 2002 – Motor Home
Workhorse Customer Chassis – VIN#5B4LP57G523 [REDACTED]
Bosch Service Brake Caliper Defect

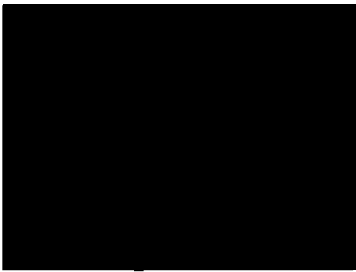
Dear Sir's:

I own the referenced Motor Home identified above and am having the issue with my vehicle as identified in the attached copy of a **Safety Recall Notification #51101-C**. As instructed within the letter, I placed a personal call to the referenced **1-877-246-7731** number to receive assistance in allowing the inspection and resulting repair. To my surprise however, I was told that though my vehicle was manufactured during the period beginning July 24, 2000 thru August 02, 2010 and with the same break symptoms involving the sticking Calipers, the Workhorse recall had not been expanded to include my vehicle identification number. I asked who I could express these concerns to and was told I had received the answer and I could not take this at a higher level. Because of my concern for Public and my own family safety when operating this vehicle, I believed it necessary to bring this concern to your Department's attention as needed for review and determination if the Workhorse Safety Recall needs to be extended with inclusion of the referenced VIN Number.

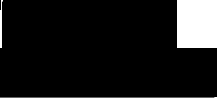
I would sincerely appreciate your Department's review and receipt of an official response regarding the actions taken and/or required by me to get this issue remedied through the Workhorse Customer Chassis group. For your Department's convenience, I have attached a copy of the Safety Recall Notification referenced above. My mailing and phone contact information is provided below.

Your consideration and assistance in this request is much appreciated.

NH
651412
RW



Monroeville, Alabama
Home Phone Number:





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

navistar.com

A NAVISTAR COMPANY

877-246-7731

SAFETY RECALL 51101-C

SEPTEMBER

Dear Workhorse Customer:

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

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in the Bosch service brake calipers installed on certain W20, W21, W22 and W22D motor home chassis built from July 24, 2000, through August 2, 2010.

This is a follow-up notification to the interim safety recall notice 50901-C mailed in December 2009. A final remedy has been determined and dealers are ready to repair your vehicle.

click on the dealers tab at the top of the page, or 1-877-946-7731. The repair will involve the replacement of all four Bosch brake caliper assemblies.

Dealers have parts and instructions to repair your vehicle. The replacement of the caliper assemblies will be performed free of charge and take approximately 2-3 hours to complete. Due to vehicle volume, please call for an appointment with your local Workhorse Service Center to have remedy repair completed.

If you are the lessor of this vehicle, please provide a copy of this notice to the lessee within ten days of the date of this notice with federal regulations.

If you do not own this vehicle, please fill out the enclosed card so that you will not be contacted about this recall.

REASON FOR THIS RECALL

The pistons inside the Bosch service 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.

RISK TO MOTOR VEHICLE SAFETY

If the 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.

IF YOU NEED FURTHER ASSISTANCE

If you believe that Workhorse has failed to remedy a defect without charge or within a reasonable time, please follow the procedure described in the Owner's Manual or call toll-free 1-877-246-7731 (Press 1 for the recall resource guide).

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 New Jersey Ave, SE, Washington, DC 20590; or call the free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152); or go to <http://www.safercar.gov>

ACTIONS YOU SHOULD TAKE

Workhorse's records indicate that you own a vehicle involved in this recall and is identified on the enclosed card.

If you own this vehicle, please schedule an appointment with any Workhorse Service Center / Workhorse Select Service Center near you to have your vehicle repaired. You can find your nearest dealer by using the dealer locator at www.workhorse.com/brakeresourcecenter and

Workhorse requests your prompt attention regarding correction of this defect. We appreciate your patience and Bosch has developed a final remedy for this condition, and we apologize for any inconvenience that has caused.

Workhorse Custom Chassis, LLC

Monroeville, Ala.

CO MAY 5 1991



20590
New Jersey Avenue, SE
Washington, DC 20590

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