



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 21, 2012

[REDACTED]
Monroeville, AL [REDACTED]

NVS-216 nlm
Ref. No. 10459411

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Motorhome. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that your MY 2002 Motorhome built on a Workhorse Custom Chassis had a brake caliper problem similar to the safety defect identified in NHTSA Safety Recall Campaign 09V-110. You contacted Workhorse as instructed on the recall notification for assistance. However, Workhorse advised that although your motorhome was produced during the affected date range, your motorhome's vehicle identification number (VIN) was not included in the recall. In addition, Workhorse told you that you have no recourse regarding this matter. You want to bring this problem to NHTSA's attention and request an expansion of the recall to include your vehicle.

NHTSA does not plan to expand the scope of the recall to include more vehicles at this time. However, we will continue to monitor the performance of the brake calipers in Workhorse Custom Chassis. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We recommend that you continue to work with Workhorse Custom Chassis to resolve your problem.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, looping "R" and "D".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement