

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

EQ-10460748-1821

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Nelson, Carla CTR \(NHTSA\)](#)
Subject: FW: Follow up comment to Vehicle Safety EVOQ - 10460748
Date: Thursday, June 07, 2012 11:41:09 AM

From: Artemis HelpDesk (VOLPE)
Sent: Thursday, June 07, 2012 11:37 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: FW: Follow up comment to Vehicle Safety EVOQ - 10460748

Hi Cynthia,

I believe this is for you. It refers to ODI # [10460748](#).

Bob

Note: It was not available on the PWS yet at the above link:

TL-THE CONTACT OWNS A 2002 GULF STREAM SUN VOYAGER MOTOR HOME. THE CONTACT STATED HE RECEIVE A RECALL NOTICE NHTSA CAMPAIGN ID NUMBER: 03V092000 COMPONENT: SERVICE BRAKES, HYDRAULIC: SWITCHES: BRAKE WARNING. WORKHORSE CHASSIS RECALL NUMBER 50901-C. THE CONTACT WAS DRIVING 45 MPH AND COMING TO A STOP SIGN HE DEPRESS THE BRAKE PEDAL AND THE BRAKE WENT ALL THE WAY TO THE FLOOR CAUSING THE VEHICLE TO NOT STOP AND WENT THROUGH THE STOP SIGN. THE VEHICLE GEAR HAD TO BE DOWN SHIFTED INTO OTHER GEARS TO STOP THE VEHICLE. THERE WERE DAMAGES TO THE ENTIRE BRAKE SYSTEM ON THE FRONT AND THE REAR OF THE BRAKES. THE BRAKES WERE VERY HOT CAUSING THEM TO SMOKE AND WAS ON FIRE. THE RECALL STATED THEY SHOULD REPAIR THE LININGS, THE ROTORS AND OTHER COMPONENTS IF THEY WERE DAMAGED DUE TO THE FAILED PART. THE DEALER STATED THEY WILL REPAIR THE BRAKE PADS, ROTOR, AND REAR AXLE SEAL AND COMPLETE ALL THE BRAKE FAILURE FOR THE AMOUNT OF \$563. THE CONTACT STATED THE RECALL STATED HE SHOULD NOT BE CHARGED FOR THESE PARTS. THE DEALER WAS HOLDING HIS VEHICLE HOSTAGE UNTIL HE PAYS. THE MANUFACTURER WAS NOTIFIED AND HE SPOKE WITH THE REGIONAL REPRESENTATIVE WHO STATED HE SHOULD PAY FOR THE REPAIRS ALTHOUGH IT STATED ON THE RECALL THAT THE REPAIRS WERE FREE OF CHARGE. THE CONTACT STATED THE REGIONAL REPRESENTATIVE WAS THE PERSON THAT SENDS HIM TO THAT DEALER. THE DEALER CONTINUED TO INFORM HIM HE SHOULD PAY FOR THE REPAIRS THAT WAS INCLUDED IN THE RECALL. THE FAILURE MILEAGE WAS 23,000. MW

VIN PASSED ## 2002 GULFSTREAM SUN VOYAGER

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, June 06, 2012 10:09 PM

To: donotreplyodi (VOLPE)

Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

This matter has been resolved to the satisfaction of both parties thank u for ur consideration and curtesy [REDACTED]

On Jun 6, 2012, at 9:24 AM, US DOT NHTSA <donotreplyodi@dot.gov> wrote:

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