

NEF-010
CL-10917053-3481

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

September 26, 2016

Administrator
National Highway Traffic safety Administration
1200 New Jersey Avenue SE
Washington DC -- 20590
1-888-327-4236

OCT -5 20

Dear Administrator:

Writing this letter as I am very confused why the brake job on a Motor Home. After a recall notice is defective after only some 10,000 miles.

This is on a 2004 Gulf Stream 36 foot Gas Powered Motor Home. Vin nr. 5B4MP67GX43 [REDACTED] Recall was done March 11, 2011 with 15817 miles. By Sunfair Chevrolet - 1600 E Yakima, Ave Yakima, Washington 98901 - 509-248-7600 - Invoice nr. [REDACTED]. Owner at that time was Gerald Kaiser.

Having bought this very motor home 8-13-15 with 20,607 miles. With past owner repeated telling me that the recall brake job had been done. Apparently he had questions concerning the brake system. As he repeated the vehicle had the brake recall done. By campaign nr. 51101 at sunfair chevrolet 3-11-11.

As one can see by the trail of paper work, just of our ownership. The ABS light has repeaty been operating, with the owners manual that say's get service as soon as possible.

We try to keep our vehicles is safe operation condition. With this ABS light basically on most of the time, with our hope's on some traveling with out problems. Yet stopped by the ABS light showing get service!

Due to ABS light we stopped in Fresno, California at Bud Eberwein brake shop. 12-28-2015 with 21960 miles. Suggested by Work Horse as we called for help. They run vehicle through a computer check. Which turned off the ABS light for some 1000 miles. This cost me \$120.00.

I can not believe that I should have had to replace the right front caliper. Which seemed to be pulsating now and then. replaced 7-22-16 at 24123 miles. Cost \$1019.31 !!. With the ABS light again coming on then 7-28-16 at 24184. replacing the left front wheel sensor at a cost of \$445.98. Then again the ABS light coming on. Then 9-20-16 the right rear wheel speed sensor replace at 25192 at a cost of \$814.55. Copies of receipts with this letter.

NM
10/11/16
SMD

Pg 2

Seems to me that if a Brake Safety Recall was done. Then to me that job should have lasted not only years. But for some greater, much greater mileage then this vehicle traveled.

Is it possible that the recall job material is/was defective upon installation?

As the front rotors which I had a mechanic replace were/are cracked. This was part of the job 7-22-16. Alex at sunfair Chevrolet took pictures of rotors 7-28-16.

Any how I would like for your written comments about/on this subject.

Benton City
Washington -

CUSTOMER #:

9.20-16

mm.com

INVOICE

Bob Hall's
SUNFAIR
CHEVROLET

 1600 E. Yakima Ave.
 Yakima, WA 98901
 (509) 248-7600
 www.bobhallauto.com

PAGE 1

BENTON CITY, WA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1115 TONY GONZALEZ

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		04	CHEVROLET P20		5B4MP67GX43			25192/25242		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
02MAY04 DD				17:30 13SEP16				107.00	CASH	20SEP16
R.O. OPENED		READY		DLR:						

10:07 13SEP16 12:11 20SEP16

LINE OPCODE TECH TYPE HOURS

A CUST STATES MOTORHOME HERE NOT TOO LONG AGO ABS LIGHT ON, WE REPLACED

SENSOR, BUT STATES ABS LIGHT COMING BACK ON AGAIN

31 HISTORY CODES 0031, AND 0033 CHECKED TO FIND

RIGHT REAR WHEEL SPEED SENSOR FAULTY, AND

ROTORS RUSTED BAD. REPLACED SENSOR AND

CLEANED ROTORS

272 CMC

1 W8001709 ABS SENSOR

675.00 675.00

65.82 65.82 65.82

B [M] FULL SERVICE INSPECTION

101 [M] FULL SERVICE INSPECTION

272 CMC

0.00 0.00

CREATED 2016-09-07 12:51:00PM

TAKEN BY TONY GONZALEZ

 THANK YOU FOR YOUR BUSINESS! OUR GOAL AT BOB
 HALL'S IS YOUR COMPLETE SATISFACTION. IF YOU
 ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
 ALEX ANAYA SERVICE MANAGER @ 509-577-5941 OR
 STEVE MYER BODY SHOP MANAGER @ 509-577-5980
 VISIT OUR WEBSITE WWW.BOBHALLAUTO.COM FOR
 COUPONS AND SEASONAL SPECIALS.

SUNFAIR

SEP 21 REC'D

814.55

Cash

 Alex Anaya pd
 her check no
 9/22/16 28
 #407

Disclaimer of Warranties Agreement

This agreement has been negotiated and entered into by and between the undersigned Dealer and customer with respect to the repair work performed on the following vehicle:

Dealer is neither the manufacturer nor the agent of the manufacturer of the parts, supplies and/or accessories sold herein. Any warranties on said parts, supplies and/or accessories are those which may be offered by the manufacturer thereof, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts, supplies and/or accessories.

Dealer makes no warranties as to the labor, parts, supplies and/or accessories sold herein, and hereby expressly disclaims all warranties, express or implied, including the merchantability or fitness for any particular use of the parts, supplies and/or accessories sold herein. Dealer makes no warranty as to the quality, characteristics, performance or condition of the labor, parts, supplies and/or accessories sold herein; nor does Dealer make any warranty whatsoever concerning the length of time or mileage which the motor vehicle will operate or travel after the date the repair work is performed.

Customer agrees, recognizes and acknowledges that Dealer shall have no liability for consequential damages in the event of injury to any persons or property, nor any liability for loss of use, loss of time, loss of profits or income, or any other incidental expenses arising from malfunction, defect, unfitness, or deficiency of the parts, supplies or accessories sold, or the labor performed in the repair work.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	675.00
PARTS AMOUNT	65.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	752.82
LESS INSURANCE	0.00
SALES TAX	61.73
PLEASE PAY THIS AMOUNT	814.55

CUSTOMER #:

INVOICE

Bob Hall's
SUNFAIR
CHEVROLET

1600 E. Yakima Ave.
Yakima, WA 98901
(509) 248-7600
www.bobhallauto.com

BENTON CITY, WA

PAGE 1

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1115 TONY GONZALEZ

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		04	CHEVROLET P20		5B4MP67GX43			24184/24187		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
02MAY04 DD				17:00 28JUL16				107.00	CASH	28JUL16

R.O. OPENED	READY	OPTIONS:	DLR:
10:29 28JUL16	14:28 28JUL16		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES ABS LIGHT IS ON.

31 CODES 0026, 0031, 0033, AND 0086. CHECKED TO
FIND OPEN IN LEFT FRONT WHEELSPEED SENSOR.
REPLACED AND RECHECKED ALL OK.

272 CMC	312.50	312.50
1 W8001709 ABS SENSOR	90.30	90.30

B [M] FULL SERVICE INSPECTION

101 [M] FULL SERVICE INSPECTION

272 CMC	0.00	0.00
---------	------	------

C WE DID BRAKE RECALL COUPLE YRS AGO CUST WOULD LIKE TO KNOW IF ROTORS
REPLACED WHEN RECALL WAS DONE ??

99 APPEARS TO HAVE NEW ROTORS. (Notes See Wires 7-22-16)

272 CMC	0.00	0.00
---------	------	------

THANK YOU FOR YOUR BUSINESS! OUR GOAL AT BOB
HALL'S IS YOUR COMPLETE SATISFACTION. IF YOU
ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
ALEX ANAYA SERVICE MANAGER @ 509-577-5941 OR
STEVE MYER BODY SHOP MANAGER @ 509-577-5980
VISIT OUR WEBSITE WWW.BOBHALLAUTO.COM FOR
COUPONS AND SEASONAL SPECIALS.

9-7-16 Sunfair Chng 9-13-16 - 10:30 AM

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Dealer makes no warranties as to the labor, parts, supplies and/or accessories sold herein, and hereby expressly disclaims all warranties, express or implied, including the merchantability or fitness for any particular use of the parts, supplies and/or accessories sold herein. Dealer makes no warranty as to the quality, characteristics, performance or condition of the labor, parts, supplies and/or accessories sold herein; nor does Dealer make any warranty whatsoever concerning the length of time or mileage which the motor vehicle will operate or travel after the date the repair work is performed.

Customer agrees, recognizes and acknowledges that Dealer shall have no liability for consequential damages in the event of injury to any persons or property, nor any liability for loss of use, loss of time, loss of profits or income, or any other incidental expenses arising from malfunction, defect, unfitness, or deficiency of the parts, supplies or accessories sold, or the labor performed in the repair work.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	312.50
PARTS AMOUNT	90.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.38
TOTAL CHARGES	412.18
LESS INSURANCE	0.00
SALES TAX	33.80
PLEASE PAY THIS AMOUNT	445.98

QTY.	PART NO.	NAME OF PART	SALE AMT.
2		Front Brake Rotors	248 96
1		Brake PADS	172 78
1		Right front caliper	146 85



MIRELES AUTOMOTIVE REPAIR

21201 N. Rothrock Rd.
PROSSER, WA 99350
(509) 973-3389

See Back
8-29-16

NAME	[REDACTED]	CUST. ORDER NO.	DATE
ADDRESS	[REDACTED]	WHEN PROMISED	WRITTEN BY
CITY	Prosser WA.	MILEAGE	24,123
YEAR, MAKE OR CAR MODEL	2004 Gulf Stream Voyager	SERIAL NO./VIN#	LICENSE
		MOTOR NO.	8.1

DESCRIPTION OF WORK

LUBRICATION ☐	CHANGE OIL ☐	OIL FILTER ☐	TUNE UP ☐
TRANSMISSION ☐	DIFFERENTIAL ☐	WASH ☐	WAX ☐

① R+L Front Brake Rotors, PADS and Right Front caliper Torque wheel to 450 PSI (410) 360 00
Bleed

② Heater Control Valve Needs Valve customer will Replace it

SEE BACK FOR
ADDITIONAL PARTS

TOTAL PARTS 568 59

ACCESSORIES - TIRES AND TUBES

GALS. OF GAS	LABOR	360 00
QTS. OF OIL	PARTS	568 59
LBS. OF GREASE	ACCESSORIES	
	MISC. MERCHANDISE	10 00
TOTAL GAS, OIL & GREASE		GAS, OIL & GREASE

TOTAL ACCESSORIES

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IT IS UNDERSTOOD THAT THIS COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY THEFT OR FIRE TO VEHICLES PLACED WITH THEM FOR STORAGE, SALE, REPAIR OR WHILE ROAD TESTING.			SUBLET REPAIRS	
			HAZARDOUS WASTE DISPOSAL	
				938 59
ESTIMATED COSTS			TAX	80 72
PARTS	LABOR	TOTAL	TOTAL 1019 31	
AUTHORIZED BY				

THANK YOU!!

PAY THIS



BUD EBERWEIN AUTOMOTIVE

1559 Broadway St., Fresno, CA 93721

559-268-6359

ARD00227985 RC227985

Invoice #:

Original Estimate #:

BENTON CITY, WA

PRI

Advisor : ZARKIS M

2004 WH W22 6

8.1V8/MFI G

VIN : 5B4MP67GX43

Mileage 21960

Unit #:

License :

Lic2 :

Drvr :

12/28/2015

11:12 am

Service Requests:

ABS LIGHT ON GRABBING

Technician	Service Description	Parts	Labor	Job Total
1	ABS LIGHT ON: Scan for codes, C0074 Malfunction Brake Pressure Modulating Valve (BPMV), C0086 Shorted 4WAL Warning Lamp. No codes in PCM or TCM. Test drive vehicle, no grabbing noted, a small amount of surging is felt under low speed load and can at times continue to a higher speed. Customer has declined any further diagnostics.		120.00	120.00

Payments:

Cash, \$120.00, on 12/28/15

Authorizations

Approved By	Approval Given to:	Date	Time	Difference	Total Authorized	Method
GERALD KAISER	ZM	12/28/15	9:45 am	\$360.00	\$360.00	By Phone
Reason:						

Repair Order Notes

Note: Before and after this check. This vehicle after some 50 to 70 miles running. The R front wheel has pulsating feeling like brake grabbing. Reason for caliper (Right) being replaced 7-22-16 by miles shop. Then ABS light continues on to 3rd repair at Sunfair Chevy 9-20-16

Warranty on labor is 3 months or 3000 miles whichever comes first. Warranty work has to be performed in our shop or by our agent and cannot exceed the original cost of repair. In the event of legal action to collect any sums due, I agree to pay costs of collection and fees including reasonable attorney's fees. By signing below you agree to all terms and conditions.

Tire Pressure Check: F R

I acknowledge notice and oral approval of an increase in the original estimated price.

Customer Signature:

Date:

12/28/15

TOTAL PARTS	\$0.00
TOTAL LABOR	\$120.00
SUBLET	\$0.00
SHOP SUPPLIES	\$0.00
SUBTOTAL	\$120.00
OTHER FEES	\$0.00
SALES TAX	\$0.00
TOTAL INVOICE	\$120.00
PAID	\$120.00
DUE	\$0.00





BUD EBERWEIN AUTOMOTIVE

1559 Broadway St., Fresno, CA 93721

559-268-6359

ARD00227985 RC227985

Estimate #

BENTON CITY, WA

PRI

Advisor :ZARKIS M

2004 WH W22 6

8.1V/8/MFI G

VIN : 5B4MP67GX43

Mileage 21960

Unit #:

License :

Lic2 :

Drvr :

12/28/2015

9:47 am

Service Requests:

ABS LIGHT ON GRABBING

Technician

Service Description

Parts

Labor

Job Total

ABS LIGHT ON GRABBING

360.00

360.00

12-28-15

Authorizations

Approved By	Approval Given to:	Date	Time	Difference	Total Authorized	Method
GERALD KAISER	ZM	12/28/15	9:45 am	\$360.00	\$360.00	By Phone
Reason:						

Repair Order Notes

I Hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name: _____

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and inspection. In the event of legal action to collect any sums due, I agree to pay costs of collection and fees including reasonable attorney's fees. By signing below you agree to all terms and conditions.

Tire Pressure Check:F R

Customer Signature: _____ Date: _____

TOTAL PARTS	\$0.00
TOTAL LABOR	\$360.00
SUBLET	\$0.00
SHOP SUPPLIES	\$0.00
SUBTOTAL	\$360.00
OTHER FEES	\$0.00
SALES TAX	\$0.00
TOTAL ESTIMATE	\$360.00
PAID	\$0.00
DUE	\$360.00



KENNEWICK, WA

Bob Hall's
SUNFAIR
CHEVROLET

**1600 E. Yakima Ave.
Yakima, WA 98901
(509) 248-7600
www.bobhallauto.com**

SERVICE ADVISOR KEVIN MOELK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
11MAR11	11MAR11		5B4MP67GX43				11MAR11	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:51	14:53	04	CHEVROLET STEP VAN /		90.00	11MAR11	435	1410
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15817	15817		Motor Home					

A CAMPAIGN NO. 51101

CAUSE: COMPLETED

T5024 BRAKE CALIPER RECALL

295 WCH

2 W8006753 CAL KIT

NOTE: ALL TIRES ARE @ 93-95PSI

(N/C)

(N/C)

20 11

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

We sincerely thank you for choosing Sunfair Chevrolet for all your vehicle maintenance and repairs.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X: _____

*We sincerely thank you for
choosing Sunfair Chevrolet
for all your vehicle
maintenance and repairs.
Please contact our service
manager if you have any questions
with the work performed
Our goal is complete customer
satisfaction!*

THANK YOU VERY MUCH FOR YOUR BUSINESS
PLEASE VISIT OUR WEBSITE @bobhallauto.com
FOR COUPONS AND SEASONAL SPECIALS AND YOU CAN
ALSO SCHEDULE YOUR NEXT SERVICE APPOINTMENT
ANY REASON YOU ARE NOT COMPLETELY SATISFIED
CALL MICHELLE ERICKSON SVC MGR 509-577-5913
OR JON BRIGHT BODY SHOP MGR AT 509-577-5980

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE _____



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

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.

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>.

*Fowler Calif. 12/28/15
Bud Erwein Brake Service
1-5559 Broadway Fresno Calif
559-268-6359
559-496-6546*



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

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- A distinct "brake burning" smell.
- One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- 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.
- 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.

Jim's Pacific Garage
Pasco
547-7770
2708 N Commercial Ave.

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>.

Sunfair Chevrolet
1600 E. Yakima Ave.
(509)248-7600 *98901*
Yakima, wash.



Benton City, WA



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The Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington D.C.

20590