



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

JUN 27 2007

1200 New Jersey Avenue SE
Washington, DC 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

R.L. Van Laar
Compliance Manager
International Truck and Engine Corporation
3033 Wayne Trace
Ft. Wayne, IN 46806-3968

NVS-214phk
PE07-032

Dear Mr. Laar:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE07-032) to investigate allegations of overheating brakes on certain "W" series motor homes built on the Workhorse chassis. We have received 17 complaints with allegations concerning dragging and/or overheating caliper(s).

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject Vehicles**: 2000 - 2005 "W" Series Motor home chassis produced by Workhorse and equipped with the Hydro-Max brake system.
- **Subject Brake System**: The complete hydraulic brake system installed on the subject vehicles, including, but not limited to, the brake caliper assemblies, the disc brake pads, brake rotors, master cylinder and all linkages used to actuate the brake master cylinder, including the "brake bell crank," ABS sensors, anchor plates/backing plate lines and/or hydraulic hoses, and all components attaching these assemblies to the front, rear, and tag axle (if so equipped) of the vehicle.
- **Alleged Defect**: any failure, malfunction, or otherwise unsatisfactory performance of a subject brake system that causes or contributes to "sticking" brake linkage, brake drag, stuck calipers, excessive or abnormal heat generation at a wheel end, smoking, burning, fires, and/or thermal events at any wheel end, possibly resulting in:
 - the ABS sensor melting (with subsequent ABS light activation),
 - boiling brake fluid;
 - brake drag;
 - overheated brakes;
 - disabled vehicle; and
 - an increase in vehicle stopping distance.



- **Workhorse**: Workhorse Custom Chassis, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Workhorse (including all business units and persons previously referred to), who are or were involved in any way with any of the following related to the alleged defect in the subject vehicles:
 - a. design, engineering, analysis, modification or production (e.g. quality control);
 - b. testing, assessment or evaluation;
 - c. consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

- **Document**: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Workhorse, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise

comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Workhorse has previously provided a document to ODI, Workhorse may identify the document, the document submission to ODI in which it was included, and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by an explanation.

Please repeat the applicable request verbatim above each response. After Workhorse's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. Separately, by chassis series (W20/W22), model year, model, brake system supplier(s) and final stage manufacturer(s) state the number of subject chassis/vehicles that Workhorse has manufactured for sale or lease in the United States.
2. Separately by final stage manufacturer, for each subject vehicle manufactured to date by Workhorse, provide the following:
 - a. vehicle identification number (VIN);
 - b. model;
 - c. model year;
 - d. current owners name, address and telephone number;
 - e. gross vehicle weight rating (GVWR) and combine vehicle weight rating (CVWR);
 - f. identify the manufacturer and caliper design which was installed on the front and rear axles;
 - g. date of chassis manufacture; and
 - h. date warranty coverage commenced.

Provide the table in Excel, or a compatible format, entitled " Response No. 2, PRODUCTION DATA."

3. For each vehicle identified in questions No. 1, and 2, state whether each vehicle was equipped with an anti-locking brake system (ABS); and if so, identify the manufacturer of the ABS system.
4. For each vehicle identified in questions No. 1, and 2, state whether the vehicle was equipped with any type of engine or transmission braking system. If so, identify the manufacturer of the system and provide any owner operators instructions that are forwarded to the owner.
5. State the total number of each for each category listed below, and separately (by category) provide copies of the following, received by Workhorse, or of which Workhorse is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. consumer complaints, including those from fleet operators;
 - b. field reports, including dealer field reports;
 - c. reports involving a crash, injury, or fatality;
 - d. reports involving a fire or thermal event;
 - e. property damage claims;
 - f. third-party arbitration proceedings where Workhorse is or was a party to the arbitration (to include all pleadings, orders, depositions, and related documents); and,
 - g. lawsuits (to include all pleadings, orders, depositions, and related documents) both pending and closed, in which Workhorse is or was a defendant or codefendant.

Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "f" and "g", provide a summary description of the alleged problem and causal and contributing factors and Workhorse's assessment of the problem, with a summary of the significant underlying facts and evidence. Also, for items "f" and "g", identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

In addition to the requested hardcopies, provide a table in Excel, or a compatible format, entitled " Response No. 5, CLAIM DATA."

6. Separately and grouped by final stage manufacturer, for each item (complaint, claim, field report, etc) within the scope of your response to Request No. 5., provide the following information:
 - a. workhorse's file number or other identifier used;
 - b. the category of the item, as identified in Request No.5 (i.e., consumer complaint, field report, etc.);
 - c. vehicle owner or fleet name (and fleet contact person), address, and telephone number;

- d. identify the final stage manufacturer, vehicle's VIN and body or serial number;
- e. vehicle's make, model and model year;
- f. vehicle's mileage at time of incident;
- g. incident date;
- h. report or claim date;
- i. whether a crash is alleged;
- j. whether a fire is alleged;
- k. whether property damage is alleged;
- l. number of alleged injuries, if any;
- m. number of alleged fatalities, if any.
- n. concern stated by customer;
- o. what parts were repaired, changed or replaced;
- p. comment/notes, if any, by dealer/technician relating to claim and/or repair;
- q. workhorse's assessment of the claim, and
- r. copy of any documents that were sent to the dealer or repair facility to aid or assist in repairing the problem.

If any vehicle was the subject of an inspection by Workhorse, the final stage manufacturer, or any party working on behalf of or with Workhorse, provide a copy of all field reports along with the conclusion and recommendations or resolution.

Also, in addition to providing the requested documentation, provide this information in Excel, or a compatible format, entitled "Response to No. 6 CLAIM DATA."

- 7. State, by model year and model, a total count for all of the following categories of claims, collectively, that have been paid by Workhorse to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Separately, provide a copy of each claim. Also, state the date(s) in which Workhorse provided NHTSA with a copy of the communication.
- 8. Separately, by final stage manufacturer, for each such claim listed in No. 7 provide the following information:
 - a. final stage manufacturer;
 - b. workhorse's claim number;
 - c. vehicle owner or fleet name (and fleet contact person) and telephone number;
 - d. VIN;
 - e. repair date;
 - f. vehicle mileage at time of repair;
 - g. repairing dealers or facility's name, telephone number, city and state or ZIP code;
 - h. labor operation number;
 - i. problem code;
 - j. replacement part number(s) and description(s);

- k. concern stated by customer;
- l. comment, if any, by dealer/technician relating to claim and/or repair; and
- m. workhorse's assessment of the claim.

If any vehicle was the subject of an inspection by Workhorse or the final stage manufacturer, provide a copy of all field reports along with the conclusion and recommendations or resolution and the findings on the returned parts.

Also, provide this information in Excel, or a compatible format, entitled "Response to No 8. CLAIM PAID DATA."

9. For each claim denied in question numbers 5 and 7, provide the following information:
- a. workhorse's claim number and reason for the claim being denied;
 - b. vehicle owner or fleet name (and fleet contact person) and telephone number;
 - c. VIN, body or serial number;
 - d. concern stated by customer;
 - e. how was the vehicle repaired and date of repair;
 - f. vehicle mileage at time of repair;
 - g. repairing dealer's or facility's name, telephone number, city and state or ZIP code;
 - h. labor operation number;
 - i. problem code;
 - j. replacement part number(s) and description(s); and
 - k. comment, if any, by dealer/technician relating to claim and/or repair.

In addition to the hard copy requested above, provide this information in Excel, or a compatible format, entitled "Response to No.9 CLAIM DENIED DATA."

10. Describe in detail the search criteria used by Workhorse to identify the claims identified in responding to Request No. 7, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles.
11. State, by make and model year, the terms of the new vehicle warranty coverage offered by Workhorse on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Workhorse offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
12. Produce copies of any and all service, warranty, and other documents that relate to, or may relate to the alleged defect in the subject vehicles, that Workhorse has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, special instructions or other documents or communications, with the exception of standard shop

manuals. Also, include the latest draft copy of any communication that Workhorse is planning to issue. Additionally, for each item:

- a. state the date on which the document was provided to NHTSA pursuant to CFR 579.5;
 - b. identify which vehicles are affected or involved; and
 - c. provide a brief summary of the subject and objective of the action.
13. Describe and provide a copy of any/all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Workhorse. For each such action, provide the following information:
- a. action title or identifier;
 - b. the actual or planned start date;
 - c. the actual or expected end date;
 - d. brief summary of the subject and objective of the action;
 - e. engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
 - f. a brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

14. Describe all modifications or changes made by, or on behalf of, Workhorse in the design, material composition, manufacture, quality control, supply, or installation of the subject brake system, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
- a. the date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. a detailed description of the modification or change;
 - c. the reason(s) for the modification or change;
 - d. the part numbers (service and engineering) of the original component;
 - e. the part number (service and engineering) of the modified component;
 - f. whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. when the modified component was made available as a service component; and,
 - h. whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Workhorse is aware of which may be incorporated into vehicle production within the next 120 days.

15. Describe in detail, and provide copies of all documents that relate to the subject brake system and all available repair kits being offered by Workhorse or Bosch. Also, provide Workhorse's engineering specification drawing(s) for the subject brake system. (Furnish the material specifications for the components if not included on the drawings).
16. Specific to the foot brake bell crank please state what model vehicles it is used in; what are the maintenance requirements; when did workhorse add the lube fitting and did that change the maintenance requirement?
17. Furnish Workhorse's detailed assessment of the alleged defect in the subject vehicle, including:
 - a. the causal or contributory factor(s);
 - b. the failure mechanism(s);
 - c. the failure mode(s);
 - d. the risk to motor vehicle safety that it poses; and
 - e. what warnings, if any, the operator and other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning.

This letter is being sent to Workhorse pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Workhorse's failure to respond promptly and fully to this letter could subject Workhorse to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Workhorse cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Workhorse does not submit one or more requested documents or items of information in response to this information request, Workhorse must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

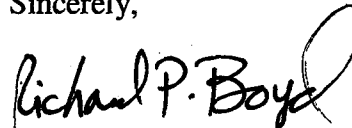
Workhorse's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **August 10, 2007**. Please refer to **PE07-032** in Workhorse's response to this letter. If Workhorse finds that it is unable to provide all of the

information requested within the time allotted, Workhorse must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Workhorse is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Workhorse then has available, even if an extension has been granted.

If Workhorse claims any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Workhorse must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Workhorse is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mr. Peter Kivett of my staff at (202) 366-6178.

Sincerely,



Richard P. Boyd, Chief
Medium & Heavy Duty Vehicles Division
Office of Defects Investigation
Safety Assurance

VOQ #

10115056	10185555	10115056	10185555	10189267	10040269	10099872
10183758	10134632	10160192	10131587	10130438	10138878	10152630
10062815	10189502	and April 4, 2007 letter to ODI				



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received

12-NOV-2004

Repository []

Reference No.
10099872

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make
FLEETWOOD

Model
FLEETWOOD

Model Year
2002

Date Purchased
01-JAN-01

Dealer's Name and Telephone Number
NEILS MOTOR HOME

Engine:
No: Cylinders

Fuel Type:
Gas

Original Owner
[]

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

[] Antilock Brakes
[] Cruise Control

Powertrain

Vehicle Component Code

034100 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUN-2001

Failure Mileage
4300

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

[] Original Equipment
[] Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

[] Yes [X] No

Fire

[] Yes [X] No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER WAS NOT HAPPY WITH THE BRAKES. TOOK VEHICLE TO THE DEALER, AND WAS TOLD THERE WAS NOTHING WRONG. THEN, TOOK VEHICLE SOMEWHERE ELSE, AND WAS TOLD THE BRAKES LOOKED BRAND NEW, TEST DROVE THE VEHICLE, AND FOUND THAT THE BRAKES WERE REALLY DEFECTIVE. HAD THE MASTER CYLINDER AND HYDRAULIC BOOSTER REPLACED IN ORDER FOR THE BRAKES TO FUNCTION. CONTACTED WORK HORSE, AND WAS TOLD THAT I WARRANTY EXPIRED, AND WILL NOT DO ANYTHING. *AK. BRAKES WERE RESURFACED AND ARE NOW NORMAL. CONSUMER IS ASKING A REIMBURSEMENT FROM MANUFACTURER. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

19-JUN-2006

Repository

Reference No.
10050192

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City [REDACTED]

State [REDACTED]

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

[REDACTED]

Make
WORKHORSE

Model
CHASSIS

Model Year
2003

Date Purchased
08-JAN-04

Dealer's Name and Telephone Number

Engine:
No: Cylinders 8

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain

Vehicle Component Code
030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-JUN-2006

Failure Mileage
17000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash
 Yes No

Fire
 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police
N

Narrative Description of Incident(S), Crash(es), and Injury(ies).


Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED THE BRAKES FAILED TWICE WITHIN 60,000 MILES. THE VEHICLE HAS BEEN TAKEN TO THE DEALER SEVERAL TIMES WHERE THE ABS SENDING UNIT WAS REPLACED AND A BRAKE TUNE UP WAS PERFORMED. NEITHER REMEDY FIXED THE PROBLEM. THE DEALERSHIP DETERMINED THE BRAKE PULVEY HEATS UP TO A BOILING PASTE CONSISTENCY AND CREATES AIR IN THE BRAKE LINE WHICH CAUSES THE BRAKES TO STICK. THERE IS A RECALL, 04V195000, FOR THIS PROBLEM HOWEVER THE REMEDY ALSO DID NOT FIXED THE PROBLEM.
UPDATED 7/18/2006 - *NM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 30-APR-2007		Repository <input type="checkbox"/> Reference No. 10189267	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City		State	Zip Code		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date ____/____/____					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side _____		Make MONACO	Model KNIGHT	Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number OLINGERS TRAVEL CENTER		Engine: No: Cylinders 6	Fuel Type: Diesel	
Original Owner <input type="checkbox"/>	Dealer's City FAIRVIEW	State OR	Zip Code		
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC		
			Multiple Failure: 1		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s) 28-APR-2007	Failure Mileage 27000	Failure Speed			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2002 MONACO KNIGHT. WHILE DRIVING 55 MPH THE FRONT PASSENGER WHEEL STARTED TO SMOKE. THE ROAD CONDITIONS WERE DRY. THE ENGINE WAS SHUT OFF, AND THE CONTACT WAS ABLE TO RESTART IT. THE ABS LIGHT CAME ON. THE MOTOR HOME FAILURE HAS NOT BEEN DIAGNOSED AT THIS TIME. THE MANUFACTURER STATED THAT THE MOTOR HOME WAS REPAIRED UNDER RECALL #02V278000 - CONCERNING SERVICE BRAKES, HYDRAULIC. THE MANUFACTURER REFUSED TO REPAIR THE VEHICLE AT NO CHARGE. THE CURRENT AND FAILURE MILEAGE WERE 27,000. *AK					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

04-AUG-2005

Repository

Reference No.
10131587

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

WORKHORSE

Model

W22

Model Year

2003

Date Purchased
17-OCT-03

Dealer's Name and Telephone Number

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code

036100 SERVICE BRAKES, HYDRAULIC:ANTILOCK:CONTROL UNIT/M

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
19-JUL-2005

Failure Mileage
17555

Failure Speed
5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

SHAKE PEDAL WENT TO FLOOR WHEN A SHORT OCCURRED IN THE ABS SYSTEM. THE BRAKES DIDN'T FUNCTION AT ALL UNTIL I PUMPED THEM A SECOND TIME. THE HAPPEN THREE TIMES BEFORE I COULD GET OFF THE HIGHWAY TO SAFE PLACE. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received

07-MAR-2005

Repository []

Reference No. 10115056

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [] YES [X] NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

FLEETWOOD

Model

FLAIR

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number
BLAKE CHEVROLET

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner []

Dealer's City

State

Zip Code

Transmission Type

[] Antilock Brakes

[] Cruise Control

Powertrain

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-APR-2004

Failure Mileage
5478

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

[] Original Equipment
[] Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash

[] Yes [X] No

Fire

[] Yes [X] No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

FLEETWOOD FLAIR MOTORHOME 2000, FAULTY BRAKES. *BF THE CONSUMER STATED THE REAR BRAKE CALIPERS LOCKED UP WHICH CAUSED THE BRAKE PADS TO CRACK. THE SHOWER WAS BROKEN, THE DEALER INSTALLED A NEW SHOWER HOSE, THE CONSUMER COMPLAINED OF A NOISE IN THE FRONT END DURING A HARD RIGHT/LEFT TURN, THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM. THE STEERING WHEEL FELT LOOSE, THE DEALER WAS UNABLE TO DUPLICATE THE CONSUMERS CONCERN. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Technical Inquiries
FMCA National Office
8291 Clough Pike
Cincinnati, Ohio 45244



January 23,2005

Dear Sir/Madam;

I need your help. According to January 2005 issue, "Recall Corner" Workhorse announced a recall for Chassis model Years 2001 thru 2003 of the W series gasoline powered chassis made between August 2000 and July 2002, with specific VIN numbers.

Although I have a 2000 Fleetwood Flair VIN# [REDACTED], which is not covered by this recall I find it amazing that on April 12, 2004 my rear brake calipers locked up causing the brake pads to crystallize with only 5478 miles on the odometer, requiring me to discontinue my trip in [REDACTED]. I was fortunate to see Blake Chevrolet a workhorse dealership only one block from where I had broken down and lost my brakes. I managed to limp into their service area and after three days and a cost of \$1591.17 the Calipers, brake pads and hoses were replaced and I returned home on April 15,2004. I had purchased an extended warranty fortunately which paid \$745.86 toward my bill and I had to pay the remaining \$845.31.

I contacted the Consumer Assistance Center for Workhorse (copy attached) requesting some sort of satisfaction from them in that in July 2003, the front Brake pads, calipers, hoses, speed sensors were replaced with only 1488 miles on the odometer. This was done under Workhorse warranty.

I received a reply from Workhorse turning me down for consideration in that my warranty expired after three (3) years on October 11, 2003 although I only had 1488 miles on the vehicle. (copies attached).

Don't you think it is unusual that my vehicle which is so closely associated with the recall would be turned down for the same items that are covered in the recall!

Sincerely;



attachments
cc: Workhorse
NHTSA

TECHNICAL INQUIRIES

Beetle Mania

I want to tow a new Volkswagen Beetle with a manual transmission four wheels down. Are there any speed restrictions? What fuses or wires can be disconnected to stop the odometer and headlights?

TED SMOOK, F330084
RUTHER GLEN, VIRGINIA

When we have compiled our annual towing surveys in recent years, Volkswagen has indicated that it does not recommend towing any of its vehicles. The company hasn't given any indication as to why it has taken this stance. I know years back the old Beetle didn't track well, and those who chose to tow it had to put a bungee cord around the steering wheel and attach it to the underside of the seat to prevent wandering problems. You might check with Remco (800-228-2481) or some of the tow bar manufacturers to see whether they know of anyone who is successfully towing a new Beetle with a manual transmission. The bottom line, though, is that Volkswagen does not endorse the practice of recreational towing.

Automatic Parking Brake

Thank you for addressing the auto-park brake problem with such a great write-up ("Auto-Park Brake Questions," August 2004, page 24). I read the article with great interest since I am a past owner of a motorhome built on a P-Series chassis with the auto-park brake. I owned the motorhome for seven years without a problem with the brake. However, the motorhome did experience other problems. One was a front brake caliper lockup, which required the motorhome to be towed for service.

That brings me to the point of this letter. In the auto-park brake write-up, it was not mentioned what should be done if the motorhome needs to be towed. In our case, the tow truck operator hooked the motorhome up to the tow truck, picked up the front end, and moved the RV one to two feet forward so he could disconnect the driveshaft. When he loosened the last bolt, the driveshaft sprang out of the yoke (breaking it) and hit him in the chest hard. He may have suffered a cracked rib, but continued with the tow. I was told by another motorhome owner that the same thing occurred to him.

For safety reasons, if you own a motorhome equipped with an auto-

continued

The "Technical Inquiries" column is coordinated by FMC technical editor Jim Brightly. In addition, Bill Hendrix, F761S, and Ray Hobbs, F10175, serve as technical correspondents for the column. Questions may be addressed to "Technical Inquiries," FMC's National Office, 8291 Clough Pike Cincinnati, OH 45244. We cannot accept phone calls. Questions may also be sent via e-mail to techinquiries@fmca.com. Please include your name and address with your query. Because of the volume of letters received, it isn't always possible to draft individual responses, but representative samples will be published in the magazine. Letters that are chosen for publication in this column may be edited for space and clarity, and they also will appear on FMCA's Web site: www.fmca.com

Recall Corner

Workhorse Custom Chassis has announced NHTSA recall 04V084000 which affects certain Workhorse W Series gasoline-powered chassis made between August 10, 2000, and July 29, 2002. The potential number of chassis affected is 10,235. These chassis were used by several motorhome manufacturing companies. To determine whether your coach is included in this recall, check the following vehicle identification numbers (VIN). Only the last eight digits of the full 17-digit VIN are given. All chassis involved have VINs that begin with SB4.

Chassis model year 2001 — 13325068 to 13337849

Chassis model year 2002 — 23336034 to 23356051

Chassis model year 2003 — 33354476 to 33356806

On some W20 and W22 motorhome chassis built by Workhorse and equipped with Bosch zero offset pin slide (ZOPS) brake calipers, the caliper can hang in the partial apply position and cause the brake pads to drag on the rotor surface. Overheating may occur, causing damage to the brake components and affecting braking performance. The problem also could cause the brake system's antilock features to be lost if the heat damages the antilock wheel sensor.

Authorized Workhorse Custom Chassis dealers will repair the brake caliper and inspect the brake system. Repair is expected to take approximately four hours. However, because of service scheduling times, the service center may need the vehicle for a longer time period.

For more information about this recall, contact Workhorse at (877) 946-6773. Owner notification began in August 2004.

HARBERTSON SWANSTON, INC.
2112 US HWY 19 NO.
HOLIDAY FL
USA
34691
727-937-6176

CUSTOMER WORK ORDER # 20747

Completed: 25 JUL 03
Invoice #: Author: PS
Stock No: 3759C
Year/Make: 2000 A FLEETWOOD FLAIR
Model: 32
Serial No: 732VY5232308
Chassis No: [REDACTED]
Mileage: 1488
Key No:
Location: IN HOUSE
Regn No:
Warr. Date: 11 OCT 00
Print Date: 25 JUL 03

Customer: [REDACTED]
Address: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Purchase Date: 27 JUN 03
Date In: 02 JUL 03
Promise Date:
Schedule Date:
License No: WM
Trim: A
Promise Time:

Job # Description JOB INFORMATION

- 1 C/S BRAKE PEDAL GOES TO FLOOR.
FRONT BRAKES HUNG AND OVER HEATED
REPLACED ROTORS CALIPERS HOSES AND
SEALS AND TEST DRIVE O.K.
- 2 C/S STEERING WHEEL SLOPPY AND LOOSE
DURING TRAVEL. COACH WANDERS BACK AND
FORTH.
VERIFIED AIR PRESSURE AND TEST DRIVE
O.K. RELATED TO JOB 1
- 3 C/S CLUNKING AT FRONT END DURING HARD
RIGHT AND LEFT TURNS.
COULD NOT DUPLICATE DURING TEST DRIVE
- 4 C/S OUTSIDE SHOWER BROKEN.
INSTALLED NEW SHOWER HOSE
- 5 C/S BLACK TANK HAS BEEN DIPPED BUT
STILL READS FULL.
INSTALLED NEW TANK PROBE

"ON 4T AMH 00 2112

"ONI "NOLSNAMS NOSREBMAH

Continued on page 2



GVW - AGWV Holdings Company

May 7, 2004



Dear [REDACTED]

First of all, I would like to thank you for selecting a Workhorse Custom Chassis for your new motor home. Workhorse Custom Chassis is a company that strives to produce a world-class product. I trust the rest of your journeys will be problem free.

Workhorse Custom Chassis warranty covers the chassis for any defects related to the materials or workmanship for 3 years or 36,000 miles, which ever comes first. The motorhome warranty is no longer effective as of October 11, 2003. Since your warranty is not in effect with WCC the brakes are considered to be maintenance. We will be unable to fulfill your request for reimbursement. Workhorse Custom Chassis encourages you to review your Warranty and Owner Assistance Information booklet supplied with the new coach.

In closing I would once again like to apologize for the problems you experienced with your new Workhorse Custom Chassis. In the future if you should experience any problems, please don't hesitate to call our roadside assistance at 1-877-946-7731.

Sincerely,

Debra Anderson
Reimbursement Coordinator
Workhorse Custom Chassis

850 Stephenson Highway
Suite 510
Troy, MI 48083-1174
Direct: 248.588.5300
Toll free Sales: 877.294.6773
Toll Free Service: 877.246.7731

File No. Y3317073



3502

222313

INVOICE

30401 South Federal Highway
 (P.O. Box 900218) Homestead, FL 33090
 Phone: 305-247-2121 Parts Direct: 305-248-071
 Fax: 305-248-9062 Toll Free 1-800-281-2323
 www.blakechevy.com
 Fla. Reg. No. MV-01584
 Dade County Reg No. MVR-94100414

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 489 PENNY L FORRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	00	CHEVROLET MOTORHOME	[REDACTED]		5478/5478	T38
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			WAIT 12APR04		75.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:26326				
12:32 12APR04	09:32 15APR04					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUSTOMER STATES: BRAKES - OTHER *** BRAKES WENT TO FLOOR, SMOKING
 *** DIAG BRAKES Labor:
 CAUSE: REAR BRAKE CALIPERS FROZEN, BRAKE HOSES RESTRICTED, PADS WORN
 DIAGBRAKES DIAGNOSE A BRAKE CONCERN

452 CPC		450.00	450.00
1 17999935 F-HOSE	45.49	45.49	45.49
CALLED IN OVN TRACS009			
1 17999936 HOSE	45.49	45.49	45.49
1 12389421 PAD KIT	357.48	357.48	357.48
1 12388969 CALIPER	285.43	285.43	285.43
1 12388970 CALIPER	285.43	285.43	285.43
4 10139097 GASKET	0.69	0.69	2.76

REPLACED REAR BRAKE PADS, BOTH REAR CALIPERS AN D REAR BRAKE HOSES, BLEED SYSTEM.

EST: 80.25 12APR04 12:32 SA: 489

EXT WARRANTY TO PAY \$745.86,
 AUTH GSF60379 FAX 303-467-8682

MAKE CHEVROLET CADILLAC
 30401 SOUTH FEDERAL HIGHWAY
 HOMESTEAD, FLORIDA 33090
 305-247-2121

TECH 004207892 3185400419
 STATION #1

THUR APR 15, 2004 10:55P

*** CREDIT CARD ***

CARD NO: [REDACTED]
 CARD TYPE: 01 - CREDIT
 TR TYPE: SALE
 APPR CODE: 915302
 RECORD NO: 067

TOTAL: \$845.31

APRIL 12, 2004
 REPL. REAR BRAKE
 CALIPERS, HOSES
 ETC
 MILE = 5478

RIGHT HAND SIDE OF THE DESCRIPTION ARE AND INSTALLED RETAIL IN OUR SERVICE TY TRUCK. ASK YOUR SERVICE ADVISOR FOR ME PROGRAM.

S TO THE MOTOR VEHICLE REPAIR FACILITY DISPOSAL. TS403.718 \$1.00 FEE FOR EACH BATTERY REPLACEMENT IN THE STATE OF

OUR BUSINESS. YOU MAY RECEIVE A SURVEY TISFACTORY, PLEASE CALL YOUR SERVICE

DATE: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	450.00
PARTS AMOUNT	1022.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
**MISC. CHARGES	15.00
TOTAL CHARGES	1487.08
LESS INSURANCE	0.00
SALES TAX	104.09
PLEASE PAY THIS AMOUNT	1591.17

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with res...

Customer Assistance Center
Workhorse Custom Chassis, LLC
P.O. Box 110
Union City, Indiana 47390

[REDACTED]
[REDACTED]
[REDACTED]
Phone: [REDACTED]

April ²⁴~~24~~, 2004

Dear Sir/Madam;

I am appealing to you concerning the brake system on my 2000 Fleetwood Flair, Motor Home on Workhorse Chassis, Vin # [REDACTED]. I purchased this vehicle from Harberson Swanston, Inc., 2112 US HWY 19 NO., Holiday Florida as a New/Used Motor Home on June 27, 2003 with only 1313 miles.

I also purchased an extended warranty for 60 months or 70000 miles with National Warranty of Florida, Inc. Policy #PZH-4590662 on this date.

July 02, 2003 Front Brake Pads, Rotor, Calipers, hoses, seal, speed sensors, copper
Mil = 1488 gaskets, cotter pin, ALL REPLACED UNDER WORKHORSE
WARRANTY.

Oct 21, 2003 left front Leveling Jack leaking. New Jack Ordered.
Mil = 4148

Oct 27, 2003 Replaced Driver front Jack. REPLACED UNDER
Mil = 4179 EXTENDED WARRANTY. I paid deductible.

Note: all of the above performed at Harberson Swanston Dealership.

On April 11, 2004 we left our home for Vacation in Keywest Florida via Ft. Lauderdale. We left Ft Lauderdale traveling South on US 1, when in Homestead, Fl we started smelling something burning then saw smoke coming from the rear wheels, fortunately I saw a Workhorse dealership, **Blake Chevrolet, 30401 So. Federal Hwy, (P.O. Box 900218), Homestead Fl, 33090, phone: (305) 247-2121 or (800) 281-2323**

Apr 12, 2004 Lost Brakes, smoke coming from rear wheels;
Mil = 5478 Rear Brake Calipers FROZEN, Hoses RESTRICTED, Pads
CRYSTALIZED.

Replaced 4 gaskets, 2 calipers, pad kit, 2 hoses bleed system.
Apr 15, 2004 Total Cost: \$1591.17 of which **I HAD TO PAY: \$845.31**
Extended Warranty paid \$745.86

The extended warranty does not cover brake pads etc., which are considered wear items.

In that I have only 5478 miles on this vehicle I feel there must be some type of help you can give me. I have never heard of vehicle calipers failing in this short time unless there was some type of a defect.

It was bad enough we had to miss out on our Vacation by sitting in Homestead Fl for Four (4) days and pay for Hotel rooms since they would not allow us to use the Motor Home.


Sincerely;

A black rectangular redaction box covering the signature area.

770 Pickens Industrial Drive
 Marietta, GA 30062

Service Invoice

Date	Invoice #
6/1/2006	2689

Bill To


Vin #	Mileage	Terms	Due Date	REP	Account #	Date Out	Auth # / PO #
Y3317073	11,206	Due on receipt	6/1/2006	TL		6/1/2006	

Item	Description	Qty	Rate	Amount
CUSTOMER LA...	CUSTOMER LABOR Left frt caliper locked up melting abs sensor and grease to bearings. Inspected calipers found right frt caliper hanging slightly. Turned frt rotors and replaced both frt calipers. Inspected rear calipers found no rips in piston boots. Cleared abs codes test drove, all working properly. Inspected harness and fault codes for vehicle shutting off could not duplicate problem found no codes for engine notified customer it could possibly need a fuel pump.	4	96.00	384.00
W8810803	PAD KIT. FRT & RR DISC BR ~	1	72.62	72.62
W8810209	Seal, Asm-Frt Wheel Brg. [CR 21294]	2	15.22	30.44T
4800	Non-Chlor Brake ~	1	3.02	3.02T
W8000480	caliper asm-frt brk rh	1	136.93	136.93T
W8000481	caliper asm-frt brk LH	1	136.93	136.93T
W0001016	Sensor & Shield Wh-Sp Asm. [LH]	1	165.44	165.44T
FREIGHT IN	FREIGHT CHARGES per Harry-order W0001016 NDA	1	53.50	53.50
RESURFACE RO...	RESURFACE HD ROTOR SUBLET / TURN 2 FRNT. ROTORS Contractors Tire	2	25.00	50.00
LM501349	Bearing, Inner Wheel {front}	1	18.32	18.32T

Subtotal

Sales Tax (6.0%)

Total

Payments/Credits

Balance Due


*6/6/2006
 FRONT BRAKES,
 CALIPERS, ROTORS
 BEARINGS ETC
 MILE = 11206*

Phone #
770-419-9262

770 Pickens Industrial Drive
 Marietta, GA 30062

Service Invoice

Date	Invoice #
6/1/2006	2689

Bill To


Vin #	Mileage	Terms	Due Date	REP	Account #	Date Out	Auth # / PO #
Y3317073	11,206	Due on receipt	6/1/2006	TL		6/1/2006	

Item	Description	Qty	Rate	Amount
15103-S	Bearing, Outer Wheel Brg. {front}	1	27.81	27.81T
W8800701	*customer missing oil filler cap [he said to replace] Oil Filler Cap,G/M	1	12.88	12.88T

Subtotal	\$1,091.89
Sales Tax (6.0%)	\$31.91
Total	\$1,123.80
Payments/Credits	\$0.00
Balance Due	\$1,123.80

Phone #
770-419-9262

THE FOLLOWING INFORMATION IS
FOR THE USE OF THE ISSUER

DATE OF BIRTH: 1954-11-15
ISSUE DATE: 1982-11-15
ISSUE TYPE: 100000

REF# 000000
BATCH# 0000
CD TYPE# MI
TR TYPE# PR

TOTAL# 000000.00

ACCT# [REDACTED] EXP: 1988
#1: 000000
#2: [REDACTED]

CARDHOLDER ACKNOWLEDGES RECEIPT OF
FUNDS AND/OR SERVICES IN THE AMOUNT OF
THE TOTAL SHOWN HEREON AND AGREES TO
REPAY THE OBLIGATIONS SET FORTH BY THE
CARDHOLDER'S AGREEMENT WITH THE ISSUER

THANK YOU FOR USING VISA

[REDACTED]
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

JULY 02, 2003

FRT. BRAKES,
Rotors, CALIPERS,
HOSES, SEALS
REPLACED
MILE - 1488

AMERICAN FLEETWOOD, INC.
1000 FLEETWOOD BLVD.
MONTICELLO, VA
22871
703-752-1174

PURCHASER WORK ORDER # 22747

Unit # [REDACTED]

Customer



Invoice #:

Address:

Author: PS

Stock No: 37590

Year Make: 2000 A FLEETWOOD FLAIR

Make Phone:

Model: 02

Year Phone:

Serial No: 322VY523202E

Purchase Date: 27 JUN 03

License No: [REDACTED]

Date In: 02 JUL 03

Key No:

Invoice Date:

Location: IN HOUSE

Schedule Date:

Plan No:

License No: MH

Work Date: 11 OCT 00

Price:

Print Date: 25 JUL 03

Promise Time:

Job # Description JOB INFORMATION

- 1 C/S BRAKE PEDAL GOES TO FLOOR.
FRONT BRAKES HUNG AND OVER HEATED
~~REPLACED ROTORS, CALIPERS, HOSES AND
SEALS.~~
- 2 C/S STEERING WHEEL SLOPPY AND LOOSE
DURING TRAVEL. COACH WANDERS BACK AND
FORTH.
INFLATED AIR PRESSURE AND TEST DRIVE
OK. RELATED TO JOB 1
- 3 C/S CLUNKING AT FRONT END DURING HARD
RIGHT AND LEFT TURNS.
COULD NOT DUPLICATE DURING TEST DRIVE
- 4 C/S OUTSIDE SHOWER BROKEN.
INSTALLED NEW SHOWER NOSE
- 5 C/S BLACK TANK HAD BEEN DIPPED BUT
STILL READS FULL.
INSTALLED NEW TANK PROBE

Work Order # 20747

a. E/S FRONT ROOF A/C SHEDS WHEN IT IS THE ONLY THING ON WITH GEN RUNNING WILL DEMO TO CUST.

Part No	Job#	Description	PARTS	Qty	Price	Total
W8810803	1	BRAKE PADS		1.00	W	-N/C-
15024282	1	ROTOR		2.00	W	-N/C-
W8000481	1	CALIPER		1.00	W	-N/C-
W8000482	1	CALIPER		1.00	W	-N/C-
15991730	1	HOSE		1.00	W	-N/C-
15991732	1	HOSE		1.00	W	-N/C-
W8810209	1	OIL SEAL		2.00	W	-N/C-
W0001016	1	SPEED SENSOR		1.00	W	-N/C-
W0001017	1	SPEED SENSOR		1.00	W	-N/C-
36-012	1	BRAKE FLUID		2.00	W	-N/C-
N4800	1	NAPA BRAKE CLEANER		1.00	W	-N/C-
N24951	1	COPPER GASKETS		4.00	W	-N/C-
CP25322	1	5/32 X 2 COTTER PIN		2.00	W	-N/C-
86-8456	4	HOSE 60" WHITE VINYL		1.00	I	-N/C-
03986101000	5	SENDING-UNIT-ASM		2.00	I	-N/C-

Lab Code	Job#	Description	LABOUR	Hrs	Rate	Total
MISC	1	FRONT BRAKES	DS	4.60	W	-N/C-
MISC	2	STEERING	DS	0.30	I	-N/C-
MISC	4	OUTSIDE SHOWER	DS	0.60	I	-N/C-
MISC	5	BLACK TANK	DS	0.40	I	-N/C-

Excode	Job#	Description	EXTRAS	Qty	Price	Total
FRT	1	FREIGHT		1.00	W	-N/C-
FRT	1	FREIGHT		1.00	W	-N/C-

Work Order # 20747

Parts Total:	0.00
Labour Total:	0.00
Sublet Total:	0.00
Extras Total:	0.00
Work Order Total:	0.00

Customer Signature: _____

Date: 22 APR 2004



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
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(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received
05-OCT-2005

Repository
Reference No.
10138878

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side [REDACTED]
Make WORKHORSE Model CHASSIS Model Year 2004
Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: _____ Fuel Type: _____
No: Cylinders _____
Original Owner Dealer's City _____ State _____ Zip Code _____
Transmission Type Antilock Brakes Powertrain _____ Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC
 Cruise Control Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JAN-1901 Failure Mileage _____ Failure Speed 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code _____ Tire Failure Type _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash Yes No Fire Yes No
Number of Persons Injured _____ Number of Deaths _____ Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMERS BRAKES WERE NOT RELEASING ALL THE WAY CAUSING MOTORHOME TO DRAG. TS THE CONSUMER WAS UNABLE TO GET THE MOTORHOME TO REACH 55 MPH SO HE COULD USE THE OVER DRIVE. WHILE DRIVING, THE CONSUMER NOTICED THE BAS LIGHT HAD ILLUMINATED. THE CONSUMER REALIZED THERE WAS A SERIOUS BRAKE PROBLEM WHEN HE HAD TROUBLE STOPPING AND THEN HAD TROUBLE PULLING AWAY FROM IT. WHEN THE CONSUMER PULLED OVER, HE NOTICED OIL RUNNING OUT OF THE RIGHT FRONT HUB AND ALL 4 BRAKES WERE SMOKING, THE BRAKES HAD LOCKED UP AND THE CONSUMER HAD DIFFICULTY GETTING THE MOTORHOME OFF THE ROAD. THE LACK OF POWER THE CONSUMER EXPERIENCED WAS DUE TO THE BRAKES NOT RELEASING. THE CONSUMER CALLED A TOW TRUCK, WHEN THE TOW TRUCK DRIVER DISCONNECTED THE DRIVESHAFT HE DISCOVERED WHY THE ABS LIGHT HAD COME, THE SENSOR AND WIRE WERE COMPLETELY MELTED. THE MECHANIC FIXED THE RESULT OF THE MALFUNCTION, BUT NOT THE MALFUNCTION. AFTER GETTING THE RV BACK, THE CONSUMER FELT A LOSS OF POWER AND COULD SEE A DROP IN GAS MILEAGE. THE CONSUMER HEARD A NOISE, BUT WHEN HE TAPPED THE BRAKES THE NOISE WENT AWAY. THE CONSUMER BELIEVED THE PROBLEM WAS EITHER THE BOOSTER PUMP OR BOOSTER PUMP SWITCH STICKING WHICH WAS PREVENTING THE BRAKES FROM RELEASING ALL THE WAY. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
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 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
 13-MAR-2006

Repository
 Reference No.
 10152630

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
 Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side [REDACTED]
 Make WORKHORSE Model W22 Model Year 2004
 Date Purchased 09-MAR-04 Dealer's Name and Telephone Number _____ Engine: No: Cylinders 8 Fuel Type: Gas
 Original Owner Dealer's City _____ State _____ Zip Code _____
 Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE
 Vehicle Component Code 034510 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS
 Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-MAR-2006 Failure Mileage 16045 Failure Speed 50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: _____
 Tire Component Code _____ Tire Failure Type _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
 Seat Type: _____ Installation System: _____
 Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury (ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury (ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

ON 9 MAR 2006 I WAS TRAVELING ON LA HIGHWAY 128 ENROUTE TO WINNSBORO, LA IN MY 24' 2004 WINNEBAGO MOTORHOME BUILT ON A WORKHORSE CHASSIS. TIME OF DAY WAS AROUND 7:30 AM, ROAD WAS DRY AND FLAT. TEMPERATURE WAS PROBABLY IN HIGH 60'S (DEG F) TO LOW 70'S. I HAD ENGAGED CRUISE CONTROL AT 50 MPH AND OVERDRIVE WAS ENGAGED. WITHOUT WARNING THE STEERING COLUMN BEGAN TO VIOLENTLY SHAKE, THE ALLISON 1000 TRANSMISSION SLIPPED OUT OF OD INTO 3D GEAR AND THEN IMMEDIATELY SHIFTED INTO 2D GEAR. CRUISE CONTROL REMAINED ENGAGED. ENGINE SPEED REMAINED AT ABOUT 1500-1800 RPM BUT ROAD SPEED DROPPED TO NEARLY 0 MPH. AFTER SHUTTING THE ENGINE DOWN I SMELLED AN ODOR OF HOT METAL. I INSPECTED THE COACH INSIDE AND OUTSIDE BUT DID NOT FIND ANY VISIBLE SMOKE OR FLAME. I RETURNED TO THE COACH, RESTARTED THE ENGINE, AND PROCEEDED WITHOUT FURTHER DIFFICULTY. DURING THE ABOVE DESCRIBED ACTION THE COACH DID NOT PULL EITHER RIGHT OR LEFT, AND THERE WERE NO ALARMS, EITHER VISUAL OR AURALLY FROM THE DISPLAY LANEL. THIS LEADS ME TO BELIEVE THAT THE FRONT LEFT AND RIGHT DISK BRAKES CLOSED ON THE ROTORS EQUALLY, CAUSING THE COACH TO COME TO A STRAIGHT-LINE STOP. I HAVE READ OF PREVIOUS MODELS (2002 AND PERHAPS 2003) OF THIS SAME CHASSIS EQUIPPED WITH BOSCH CALIPERS HAVING BRAKE PROI

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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DOT Auto Safety Hotline

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1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

04-NOV-2003

Repository

Reference No.
10040269

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

FLEETWOOD

Model

FLAIR

Model Year

2002

Date Purchased
29-APR-02

Dealer's Name and Telephone Number
S&H RV AND HOME CENTER 505-524-8057

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

LAS CRUCES

State

NM

Zip Code

88005

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-SEP-2003

Failure Mileage
6700

Failure Speed
60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE BRAKING 60 MPH PEDAL WAS HARD AND WENT TO THE FLOOR, CAUSING EXTENDED STOPPING DISTANCE. CONSUMER MANAGED TO STOP THE VEHICLE BY PULLING OVER INTO A DITCH. CAUSE HAS YET TO BE DETERMINED. HAD TAKEN VEHICLE TO DEALERSHIP, BUT THE PROBLEM HAD NOT BEEN RESOLVED. *AK CONSUMER RAN A RED LIGHT DUE TO LACK OF BRAKE RESPONSES. ON ANOTHER OCCASION THE CONSUMER ALMOST HIT A TRACTOR-TRAILER AS A RESULT OF THE BRAKES. THE MOTORHOME WAS SERVICED 6-7 TIMES FOR BRAKES. ON TECH. STATED THE BRAKE FLUID WAS CONTAMINATED (BLACK INSTEAD OF RED). MR. FRANKLIN FROM FRANKLIN TIRE & SUSPENSION (ONE OF THE SHOPS TAKEN TO FOR REPAIRS) STATED TO WORKHORSE THE PROBLEM MAY NOT BE FIXED. *PH *NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
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INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
06-SEP-2005	Reference No. 10130438

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City	State	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make WORKHORSE	Model W22	Model Year 2003
Date Purchased 20-JAN-03	Dealer's Name and Telephone Number LAZY DAYS RV SALES 800-282-7800	Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City TAMPA	State FL	Zip Code
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-AUG-2005	Failure Mileage 14009	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: ~~WHEN PUSHING ON THE BRAKES THEY WENT TO THE FLOORBOARD.~~ THE VEHICLE HAD NOT BEEN TAKEN TO THE DEALERSHIP YET. THE MANUFACTURER STATED IT COULD BE TAKEN TO DEALERSHIP ON AUGUST 14, 2005. THE CONSUMER ~~LOOKED AT THE VEHICLE AND FOUND FLUID LEAKING FROM UNDER THE TIRES.~~ HE WAS NOT SURE WHAT KIND OF FLUID IT WAS. THIS HAPPENED ONCE ON JULY 26, 2005 AND IT HAPPENED AGAIN ON JULY 27, 2005. CONSUMER PULLED OVER AND PARKED THE VEHICLE. *AK
THE ABS LIGHT ILLUMINATED AND THE VEHICLE WAS TAKEN TO THE AUTHORIZED REPAIR FACILITY AND THE BRAKES WERE REPAIRED. THE DEALER EXPLAINED THAT THE CALIPER SLIDE PIN HAD SEIZED CAUSING THE ROTORS TO HEAT UP. TEN MINUTES AFTER THE REPAIRS WERE MADE THE ABS LIGHT ILLUMINATED AGAIN. *NM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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FOR AGENCY USE ONLY 100148

Date Received

02-MAY-2007

Repository

Reference No.
10189502

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

FOUR WINDS

Model

WINDSPORT

Model Year

2005

Date Purchased
23-FEB-06

Dealer's Name and Telephone Number
RV SUPERSTORE 336-753-0014

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City
MOCKSVILLE

State
NC

Zip Code
27028

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code

036400 SERVICE BRAKES, HYDRAULIC:ANTILOCK:ABS WARNING LI

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-JAN-2007

Failure Mileage
2618

Failure Speed
25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

LEAVING FLORIDA DRIVING TO NC, ONE HOUR ON ROAD ABS LIGHT CAME ON AND 10 MINUTES LATER TEMPERATURE LIGHT CAME ON AND NO BRAKES. WE STOPPED A WORKHORSE DEALER AND NEXT DAY THEY REPLACED A REAR SENSOR. LEFT DEALER AND 1 HOUR LATER THE SAME PROBLEM CAME UP. MOTOR HOME WAS TOWED TO JACKSONVILLE, FL AND ANOTHER SENSOR WAS REPLACED ON L REAR WHEEL. WORKHORSE INSEPECTED UNIT 1/17/07 AND COULD NOT TELL US WHY WE LOST BRAKES.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 2007 APR 19 AM 7:41
19-MAR-2007
Repository
Reference No. 10185555

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you wish the NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the event you do not wish to provide your name or address to the vehicle manufacturer, please indicate your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 4/15/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: [REDACTED]
Make: WORKHORSE Model: W20 Model Year: 2001
Date Purchased: JULY-2001 Dealer's Name and Telephone Number: 317-881-7670
STOUT'S RV SALES INC. 1-800-255-7670
Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner: Dealer's City: GREENWOOD, TN. 376143 State: TN Zip Code: 376143
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: REAR WHEEL DRIVE
 Cruise Control Vehicle Component Code: 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-MAR-2007 Failure Mileage: 41000 Failure Speed: ~~STATES SEIZED UP FOR THE THIRD TIME~~

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2001 WINNEBAGO. THE CONTACT SMELLED SOMETHING BURNING, AND STATED THAT THE BRAKES WERE DRAGGING. THE MANUFACTURER REPLACED THE BRAKE PADS, ROTORS, AND ABS. THE CONTACT LATER RECEIVED A RECALL FOR THE BRAKES. THE MANUFACTURER INSTALLED A BRAKE REPAIR KIT ON 11/4/04, BUT THE VEHICLE BEGAN TO EXPERIENCE THE SAME BRAKE FAILURE AND BURNING SMELL. THE CONTACT HAS THE REPAIR INVOICE FROM THE RECALL. THE FAILURE MILEAGE WAS 41000. *AK

THIS IS A MANUFACTURE DEFECT THAT RELATES TO HIGHWAY SAFETY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,

Cynthia Glass, Acting Chief
Correspondence Research division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



VEHICLE SAFETY HOTLINE
888-327-4236

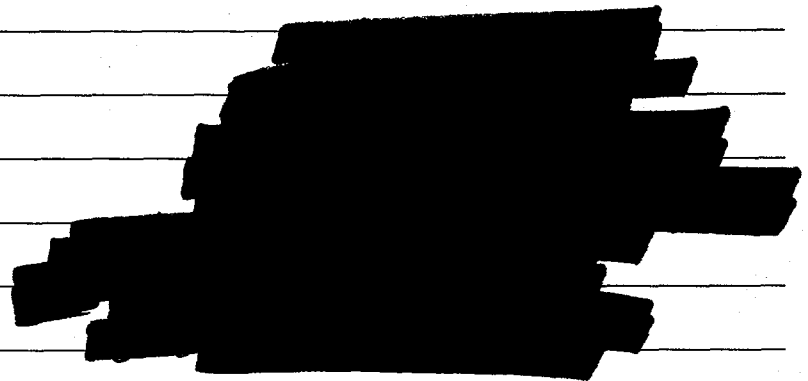
4/5/07

Dan

I appreciate you calling me. It was a real pleasure talking to someone that knew what my brake problems are.

I knew by talking to you that you had some mechanical experience and that you knew what this complaint is about.

If you need more info call me.



Bosch Model Inspection Protocol
ZOPS Hydraulic Disc Brake Field Remedy
For 2x66mm Front & Rear Application Use Only

IMPORTANT:

**This service procedure applicable ONLY for Workhorse Custom
Chassis recall Number 50401-C
NHTSA Recall No. 04V-084**

Index

<u>Inspection procedure "tools and supplies needed" table</u>	<u>2</u>
<u>Important notes and reminders</u>	<u>3</u>
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<u>Vehicle preparation</u>	<u>4</u>
<u>Caliper identification (Bosch OE, remanufactured, or other supplier)</u>	<u>4</u>
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Appendix

A. <u>Caliper replacement procedure</u>	<u>17</u>
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- Read Complete Procedure Before Starting First Inspection -



GVW A GVW Holdings Company

WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN

BULLETIN NO.: 50401-C

July, 2004

BULLETIN TYPE: CAMPAIGN-SAFETY

SUBJECT: Bosch Brake Calipers

MODELS: Certain 2001, 2002, and 2003 Workhorse W series Motorhomes

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

The defect involves a brake caliper hanging in a partial apply position. A caliper in a partial apply position can overheat, causing damage. The brake system anti-lock feature may be lost if heat damages the anti-lock wheel sensor. There could also be a loss of brake performance.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to involved vehicles.

VEHICLES INVOLVED

All W series motorhomes built between August 10, 2000 and July 29, 2002 are involved. The VIN range is as follows: (Last 8 digits of 17 digit VIN starting with 5B4)

Model Year 2001----13325068 to 13337849

Model Year 2002----23336034 to 23356051

Model Year 2003----33354476 to 33356806

OWNER NOTIFICATION

Workhorse Custom Chassis will notify retail owners on this campaign as owner data becomes available. Owners will be requested to make an appointment and take their vehicle to a Workhorse dealer to apply the Bosch remedy.



GVW A GVW Holdings Company

1 888-327-4236

KIM

CONF # 10185555

Dear Workhorse Custom Chassis Owner

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

~~Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W Series chassis built with Bosch brake calipers.~~

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to your vehicle. This may include changing one or more brake caliper assemblies.

A copy of the dealer bulletin 50401-C is provided with this letter so that you have complete information on this safety recall campaign.

REASON FOR THIS SAFETY RECALL CAMPAIGN

The defect involves brake caliper hanging in a partial apply position. A caliper in a partial apply position can get extremely hot causing severe damage to brake parts. The brake system anti-lock feature can be lost if the heat damages the anti-lock wheel sensor. Also, there could be a loss of brake performance.

WHAT MUST BE DONE

You should take your vehicle to your local Workhorse Custom Chassis dealer as soon as possible to complete the recall work at no charge to you. You may continue to drive your vehicle normally until the recall work is completed. However, if you notice that one or more brake calipers are overheated (smoking or smell burned) or if the anti-lock electronic brake system dash warning light comes on and stays on (indicating anti-lock electronic system failure) have your vehicle checked at any authorized Workhorse Custom Chassis dealer immediately.

WHAT YOU MUST DO

Call your local Workhorse Custom Chassis Dealer and make an appointment to have the work done. The actual repair will take approximately 2.4 hours. Reference should be made to Recall Bulletin 50401-C and you should provide your vehicle identification number (VIN) to the dealer. Your dealer may have to order parts to perform the work on your vehicle.

If you have any questions or need assistance, please call Workhorse Custom Chassis Customer Assistance toll free at 1-877-946-7731.

It is recommended that you complete this safety campaign as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

If your dealer and Workhorse Custom Chassis are unable to correct this condition within a reasonable time, you may wish to contact Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 800-424-9393 (for Washington DC 202-366-0123)

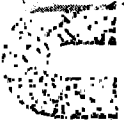
We certainly appreciate your buying our product and truly regret the inconvenience that this recall may cause you.

850 Stephenson Highway
Suite 510
Troy, MI 48063-1174
Direct: 248.588.5300
Toll free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978

Workhorse Custom Chassis

188-327-4236 KIM

CONF #
10185555



**Cummins
Mid-States Power
Inc.**

TERMS: NET 10TH PROX unless otherwise specified. A SERVICE CHARGE OF 1.5% PER MONTH (EFFECTIVE APR 19.6%) WILL BE CHARGED ON PAST DUE ACCOUNTS.

NORMAL BRANCH
450 W NORTHTOWN ROAD
NORMAL, IL 61761-
(309)452-4454

INVOICE NO
003-89799
REMIT TO: P.O. BOX 663811 INDIANAPOLIS, IN 46266

BILL TO

WORKHORSE CUSTOM CHASSIS
P O BOX 110
UNION CITY, IN 47390-
OD

OWNER



PAGE 3 OF 4

DATE	CUSTOMER ORDER NO.	DATE IN SERVICE	ENGINE MODEL	PUMP NO.	EQUIPMENT MAKE
04-NOV-2004		15-JUN-2001	GM8.1		WINNEBAGO
CUSTOMER NO.	SHIP VIA	FAIL DATE	ENGINE SERIAL NO.	CPL NO.	EQUIPMENT MODEL
363783		04-NOV-2004			ADVENTURE
REF. NO.	SALESPERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
79884 / 79749			28912		13332321

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
------------------	--------------	------------------	-------------	-------------	--------------	------------	--------

OSN/MSN/VIN

COMPLAINT BRAKE CAMPAIGN
CAUSE AS PER WORKHORSE CAMPAIGN # 50401-C
CORRECTION PERFORMED BRAKE CAMPAIGN # 50401-C
COVERAGE WORKHORSE WARRANTY

4		4	W8001528	PISTON BOOT REPLACE KIT	WORKHORSE	11.20	44.80
4		4	W8001533	GUIDE PIN BOOT KIT	WORKHORSE	12.60	50.40
1		1	FDI-12	ISO ANTIFREEZE	VALVOLINE	3.02	3.02

PARTS:	98.22
PARTS COVERAGE CREDIT:	0.00CR
TOTAL PARTS:	98.22
SURCHARGE TOTAL:	0.00
LABOR:	332.10
LABOR COVERAGE CREDIT:	0.00CR
TOTAL LABOR:	332.10
MISC.:	0.00
MISC. COVERAGE CREDIT:	0.00CR
TOTAL MISC.:	0.00

TAX EXEMPT NUMBERS: IL SEE FILE TAXES: STATE 0.00
REMIT TO: BOX 663811, INDPLS, IN 46266
THANK YOU FOR YOUR BUSINESS.

MATERIAL SAFETY DATA SHEETS REQUIRED BY OSHA HAZARD COMMUNICATION STANDARDS ARE AVAILABLE AT ALL BRANCHES.

THIS INVOICE FOR ENGINES, PARTS, COMPONENTS, REPAIR AND/OR SERVICE IS SUBJECT TO THE TERMS AND CONDITIONS OF SALE SET FORTH ON THE BACK OF THIS SUBJECT, WHICH INCLUDES LIMITATIONS ON WARRANTIES AND REMEDIES. PURCHASER ACKNOWLEDGES THAT SUCH TERMS AND CONDITIONS HAVE BEEN READ AND FULLY UNDERSTOOD.

SUB TOTAL: 430.32

TAX: 0.00

SUB TOTAL WITH TAXES: US \$ 430.32

AUTHORIZED BY: _____

DATE: _____



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received

26-FEB-2007

Repository Reference No.
10183758**OWNER INFORMATION (Type or Print)**

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

FLEETWOOD

Model

PACE ARROW

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
07-OCT-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

 Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

CUSTOMER CLAIM ABOUT RECALL CAMPAIGN WORK WHICH WAS NOT PROPERLY COMPLETED AND PUT HIM IN PRECARIOUS SAFETY SITUATIONS AND COST HIM MONEY. CUSTOMER WANTS CONCERNS REVIEWED**CC
THE CONSUMER STATED THE DEFECT INVOLVED THE BRAKE CALIPER HANGING IN A PARTIAL APPLY POSITION, WHICH BECAME EXTREMELY HOT AND CAUSED SEVERE DAMAGE TO BRAKE PARTS. THE CONSUMER STATED THE ABS LIGHT WOULD ILLUMINATE. THE CONSUMER HAD BEEN TO SEVERAL DEALERS AND UPON INSPECTION IT WAS DISCOVERED THE ROTORS WERE CRACKED, ON ANOTHER OCCASION THE DRIVER SIDE SENSOR WAS LOOSE ALL OF WHICH WAS RELATED TO THE RECALL. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

February 6, 2007

Alan Stegich
Workhorse Custom Chassis
850 Stephenson Hwy., Ste. 510
Troy, Michigan 48083-1174

Re: [REDACTED]
2002 Workhorse Chassis (Fleetwood Pace Arrow)

Dear Workhorse:

I am very frustrated with the way my claim has been handled by Workhorse to date. The November 20, 2006 'determination' authored by Debra Anderson and the subsequent 'review' dated December 5, 2006 by Alan Stegich both fail to address the underlying issue of my claim.

Specifically, my claim is NOT about warranty work on my vehicle; it IS about Recall Campaign work which was not properly completed and put me in precarious safety situations and cost me money. The failure to fully and properly perform the recall work in October 2004 caused the exact damage that the Recall Service Bulletin #50401-C warned of: "The defect involves brake caliper hanging in a partial apply position . . . get extremely hot causing severe damage to brake parts."

My claim is strictly about the Recall, and has nothing to do with the general warranty of the vehicle. It is quite clear from the form letter format of each of your letters above that the details of my claim were not examined in the proper context. I find it interesting, too, that a review of my claim was made by Mr. Stegich without allowing me any further input to clarify the errors I detect in Ms. Anderson's analysis of my claim.

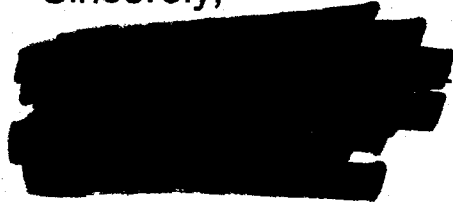
Therefore, her mistaken warranty defense is simply repeated by Mr. Stegich.

I believe I need to be fairly treated in this matter. The folks at Oregon RV and Truck Repair examined my brakes and fully corrected the brake issues but also pointed out to me that the original recall work was not done correctly or completely. You directed me to Oregon RV and Truck for service so these are not 'my guys' saying the cause of my cracked rotors was the excessive heat build up from the original calipers not being properly replaced during the original recall campaign service of October, 2004.

I have attached a copy of my original claim and its attachments, a copy of the November 20, 2006 "Determination" and a copy of the December 5, 2006 "Review" for your reference.

I request that this claim be further reviewed, not as a warranty claim, but as an incomplete Recall Campaign service issue.

Sincerely,

A large black rectangular redaction box covering the signature area.

Cc: Administrator, National Highway Traffic Safety Admin.
400 Seventh Street, SW
Washington, DC 20590

Cc: Barry Long, Workhorse
7713 S. Brighton Way
Salt Lake City, UT 84121



A NAVISTAR COMPANY

December 5, 2006

[REDACTED]

Dear [REDACTED]

Per your request, I have reviewed your file further; unfortunately, our position remains the same. The warranty period for your chassis is 3 years or 36,000 miles **which ever occurs first**. According to our records, your warranty period expired on August 30, 2005. The repairs you are requesting for reimbursement occurred after the warranty had expired.

It is proper maintenance to have your brake system checked yearly for proper operation. Workhorse recommends a yearly maintenance check on your chassis brake system. This includes pin slide lubrication, linkage operation and brake performance. If the pins are not properly lubricated they can hang up causing overheating. This is most important after extended storage. For example if unit is stored for a long time outside in a grassy area, the calipers can rust causing them to hang up. Also improper braking such as riding the brakes and improper use of the brakes on long grades can also cause overheating. For these reasons, Workhorse Custom Chassis is unable to grant your request for reimbursement.

In closing, I would like to thank you for providing us the opportunity for this final review.

Most Sincerely,

A. Stegich

Alan Stegich
National Service Director

File No. 23352802

850 Stephenson Highway
Suite 510
Troy, Michigan 48083-1174
Direct: 248.588.5300
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com



A NAVISTAR COMPANY

November 20, 2006



Dear [REDACTED]

We have reviewed your request and have determined that your unit is way past the warranty. Our records show that Campaign 50401-C was properly performed on your vehicle defined by the Bosch remedy outlined in the campaign bulletin. Please be aware that the warranty period for your chassis is 3 years or 36,000 miles, **which ever occurs first**. According to our records, the warranty period for your vehicle expired on August 30, 2005, which would indicate that the warranty had actually expired prior to the repair for which you are seeking reimbursement.

It is proper maintenance to have your brake system checked yearly for proper operation. Workhorse recommends a yearly maintenance check on your chassis brake system. This includes pin slide lubrication, linkage operation, and brake performance. This is most important after extended storage. If the pins are not properly lubricated, they can hang up causing overheating. Improper braking such as riding the brakes and improper use of the brakes on long grades can also cause overheating.

Also, you may need to review how you or other drivers use the brakes. A driver should never use the brake pedal as a foot rest as this can result in a slight brake apply which can quickly overheat the brakes. When braking on long downhill grades, never apply the brakes for more than 15 seconds at a time. Use the brakes heavily for about 15 seconds to bring down vehicle speed such that a lower gear can be selected. A light brake pedal for a long period of time on a downgrade can drastically overheat the brakes.

If your unit is stored for a long time (3 months or more) outside in a grassy area, the calipers can rust (on any vehicle) causing them to hang up. Another possibility is running dirt roads and getting the calipers contaminated to the point that they hang-up and overheat. Since, the repairs are considered as maintenance we are unable to reimburse you for the repairs performed on your motor home.

850 Stephenson Highway
Suite 510
Troy, Michigan 48083-1174
Direct: 248.588.5300
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com



A NAVISTAR COMPANY

In closing, I would like to thank you for investing your time to write and allowing me the opportunity to address your concerns. I trust the rest of your journeys will be problem free.

Most Sincerely,

A handwritten signature in black ink that reads "Debra Anderson".

Debra Anderson
Reimbursement Coordinator
Workhorse Custom Chassis

877-246-7731
EXT 243

File No.00007075

850 Stephenson Highway
Suite 510
Troy, Michigan 48083-1174
Direct: 248.588.5300
Toll Free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978
www.workhorse.com

Workhorse Chassis
Attn: Warranty Claims
850 Stephenson Hwy., Ste. 510
Troy, MI 48083

RE:

Owner: [REDACTED]
VIN: [REDACTED]
Vehicle: 2003 Fleetwood Pace Arrow on a 2002
Workhorse Chassis

Dear Workhorse:

Now after over four years and 50,000 miles on my Workhorse W22 chassis, I finally feel I have a substantial brake system. I've traveled long roads to get to this point. I have a 2002 (chassis) on my 2003 Pace Arrow motorhome and I RV full-time. I have had no confidence in my brakes from the date of purchase, not even after the recall and partial replacements made in October 2004.

THE PURPOSE OF THIS LETTER IS TO REQUEST REIMBURSEMENT FOR THE COSTS ASSOCIATED WITH REPLACING BRAKE PADS, ROTORS, SEALS FOR A SECOND TIME ON JULY 24, 2006, A TOTAL OUT-OF-POCKET COST TO ME OF \$1,276.03 AT STEPHENSEN TRUCK REPAIR, LINCOLN, NEBRASKA, AN AUTHORIZED WORKHORSE SERVICE CENTER, AND THE COSTS ASSOCIATED WITH MULTIPLE REPAIR/REPLACEMENTS OF THE ABS SENSOR ON THE DRIVER FRONT WHEEL OF \$205.55 (\$116.60 PLUS \$88.95), ALL DOCUMENTED AND SET FORTH IN DETAIL BELOW.

A chronology of my brake part replacements and repairs follows (please note, your records should reflect each of these transactions as well, since I was dealing only with service centers recommended by Workhorse Service Representatives via your 800 number throughout):

Oct 7, 2004 – Service Bulletin #50401-C is completed (with the exception of the replacement of the Caliper Kit (W8001531)) at Stephenson Truck Repair, 4201 Industrial Avenue, Lincoln, Nebraska which included the replacement of guide pins, guide pin boots, rotors, and brake pads on all four wheels. I was told and I saw that the rotors were cracked on all four wheels, and the brake pads were worn to 40%. NOT done was the replacement of the Bosch calipers, apparently at the discretion of the technician. The Service Bulletin provides, "Replacement of the Caliper kit (W8001531) and Guide Pin Kit (W8001536) will be determined by the technician inspection outlined in the Bosch remedy. A particular vehicle may require none or all four of these kits." According to my Oct

7 2004 invoice "Calipers = OK Needs pin recall performed". Mileage on my vehicle was 29,960.

July 17 & 24, 2006 – Stephenson Truck Repair, Lincoln, Nebraska did my requested 50,000 mile check of the vehicle, and I specifically requested that they re-inspect the brakes, rotors & pads because I was not feeling safe during stops with the motorhome. They found all four rotors were again cracked, and brake pads were down to 45% of useful life. I paid \$1,276.03 for the replacement of all four rotors and brake pads because the area manager for Workhorse determined sight-unseen that I "must be riding the brakes." Since it was not covered under warranty, Stephenson Truck Repair did not keep the bad rotors, pads, etc. After this servicing, I began my cross-country trip to the west coast.

July 31, 2006 – ABS warning light stays on. A call to Workhorse Service Rep gets me an appointment with Halladay Motors, Inc., 2100 Westland Road, Cheyenne, Wyoming who determines that the front driver-side sensor is loose. \$116.60 is charged for the "adjustment" made. I continue to experience fear of braking ability due to noise and vibration but their technician didn't think it's was a problem. Brakes pull left during last 15-25 feet of stop, don't grab and chatter as well.

Aug 8, 2006 – ABS warning light comes on and stays on. A call to Workhorse Service Rep gets me an appointment with Butte GM Auto Center, 3900 Harrison Avenue, Butte, Montana who determines that front driver-side sensor is defective. They replace sensor under my extended warranty, out-of-pocket cost to me is \$88.95. I continue to experience fear of braking ability. Brakes still pull left during last 15-25 feet of stop, don't grab and still chatter. After a test drive, they said "No codes and no leaks – OK"

Sep 19, 2006 – ABS warning light comes on and stays on. A call to Workhorse Service Rep gets me an appointment with Oregon Truck and RV Repair, 6477 Crater Lake Hwy., Central Point, Oregon who determines that left front sensor is loose causing ABS warning. Upon further inspection and discussion with Workhorse area manager, they replace all four Bosch calipers (Caliper Kit (W8001531) and replace the Guide Pins (W8001536), and replace Guide Pin Boots (W8001533) per the Service Bulletin #50401-C. The technicians told me the wrong pins were installed in the July 2004 recall and, and furthermore, and most importantly, that the calipers were not replaced at all in the Oct 2004 recall. The technicians further advised me that they would never perform Service Bulletin 50401-C on any vehicle in their shop without replacing the calipers. They said my brake pads and rotors show no sign that I "ride the brakes" as claimed in July, 2006 by the area manager, even after having just driven from Lincoln, Nebraska indirectly to Central Point, Oregon, a distance of over 3,000 miles including traversing over the Rocky and Cascade Mountain ranges. They advised riding the brakes leaves distinct and visible indicators which were not present on my rotors or pads.

After the replacement of the calipers, guide pin boots, and guide pins in Oregon in September 2006 (the \$1,453.66 cost covered by Workhorse under warranty), my motorhome finally feels like it brakes safely and securely!

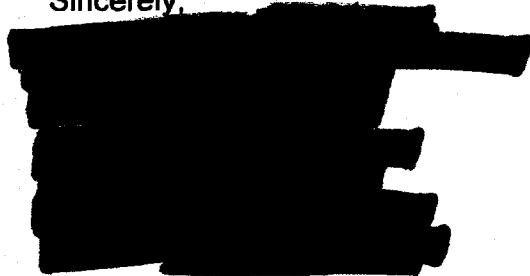
I write this letter to make claim for reimbursement of the monies I have spent since the Sep 2004 Service Bulletin #50401-C service in Lincoln, Nebraska specifically in connection with the affected ABS sensors and Bosch brake systems. I am the first to admit that I am not a mechanic. I would not know a brake guide pin from a hair pin. I relied upon Workhorse Custom Chassis Service Reps to refer me to qualified service centers to professionally handle the safety recall and completely effectuate needed repairs to the brake system. All persons dealing with my brakes from October 2004 through September 2006 were Workhorse Authorized Service Centers. I do not believe I should have to pay for the July 2006 costs for new rotors, new brake pads, and associated labor nor the ABS sensor repairs/replacement because the full series of kits pertaining to Service Bulletin #50401-C were not used as they should have been on my vehicle in October 2004.

I hereby make demand for reimbursement of the \$1,276.03 for the July 2006 work, as well as the \$89.95 and \$116.60 spent on ABS warning light adjustments/replacement paid by myself between July 2006 and September 2006 when these issues were finally correctly resolved.

For the record, I have an overall favorable opinion of my Workhorse chassis. Prior to this motorhome, I owned and drove full-time a 1999 Bounder on a Ford V-10 chassis putting on over 50,000 miles with no brake issues. On the whole, I find the Workhorse chassis to be far superior except for the heretofore persistent brake issue. I trust the brake issue is now fully resolved and that I can continue my treks in a safe and less-fearful manner.

Thank you for your prompt consideration of this claim. I have attached copies of all paperwork I was given at the conclusion of each of my service center visits noted above.

Sincerely,

A large black rectangular redaction box covers the signature area, obscuring the name and any handwritten notes.

cc: Leach Camper Sales
Lincoln, Nebraska



GVW A GVW Holdings Company

WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN

BULLETIN NO.: 50401-C

July, 2004

BULLETIN TYPE: CAMPAIGN-SAFETY

SUBJECT: Bosch Brake Calipers

MODELS: Certain 2001, 2002, and 2003 Workhorse W series Motorhomes

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

The defect involves a brake caliper hanging in a partial apply position. A caliper in a partial apply position can overheat, causing damage. The brake system anti-lock feature may be lost if heat damages the anti-lock wheel sensor. There could also be a loss of brake performance.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to involved vehicles.

VEHICLES INVOLVED

All W series motorhomes built between August 10, 2000 and July 29, 2002 are involved. The VIN range is as follows: (Last 8 digits of 17 digit VIN starting with 5B4)

Model Year 2001----13325068 to 13337849

Model Year 2002----23336034 to 23356051

Model Year 2003----33354476 to 33356806

OWNER NOTIFICATION

Workhorse Custom Chassis will notify retail owners on this campaign as owner data becomes available. Owners will be requested to make an appointment and take their vehicle to a Workhorse dealer to apply the Bosch remedy.



AGVW AGVW Holdings Company

Dear Workhorse Custom Chassis Owner

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

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to your vehicle. This may include changing one or more brake caliper assemblies.

A copy of the dealer bulletin 50401-C is provided with this letter so that you have complete information on this safety recall campaign.

REASON FOR THIS SAFETY RECALL CAMPAIGN

The defect involves brake caliper hanging in a partial apply position. A caliper in a partial apply position can get extremely hot causing severe damage to brake parts. The brake system anti-lock feature can be lost if the heat damages the anti-lock wheel sensor. Also, there could be a loss of brake performance.

WHAT MUST BE DONE

You should take your vehicle to your local Workhorse Custom Chassis dealer as soon as possible to complete the recall work at no charge to you. You may continue to drive your vehicle normally until the recall work is completed. However, if you notice that one or more brake calipers are overheated (smoking -or smell burned) or if the anti-lock electronic brake system dash warning light comes on and stays on (indicating anti-lock electronic system failure) have your vehicle checked at any authorized Workhorse Custom Chassis dealer immediately.

WHAT YOU MUST DO

Call your local Workhorse Custom Chassis Dealer and make an appointment to have the work done. The actual repair will take approximately 2.4 hours. Reference should be made to Recall Bulletin 50401-C and you should provide your vehicle identification number (VIN) to the dealer. Your dealer may have to order parts to perform the work on your vehicle.

If you have any questions or need assistance, please call Workhorse Custom Chassis Customer Assistance toll free at 1-877-946-7731.

It is recommended that you complete this safety campaign as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

If your dealer and Workhorse Custom Chassis are unable to correct this condition within a reasonable time, you may wish to contact Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 800-424-9393 (for Washington DC 202-366-0123)

We certainly appreciate your buying our product and truly regret the inconvenience that this recall may cause you.

850 Stephenson Highway
Suite 510

Troy, MI 48083-1174

Direct: 248.588.5300

Toll free Sales: 877.294.6773

Toll Free Service: 877.246.7731

Fascimile Sales: 248.588.7931

Fascimile Service: 248.588.6978

Workhorse Custom Chassis

*** HISTORICAL ***

INVOICE 73816

STEPHENSON TRUCK REPAIR, INC.
4201 INDUSTRIAL AVENUE

LINCOLN NE 68504-1118

Date
10/7/2004

Page 1

Bill to:
WORKHORSE CUSTOM CHASSIS
29508 SOUTHFIELD RD
SUITE 200
SOUTHFIELD MI 48076

Truck Number	PO #	Mileage	Customer ID	Payment Terms ID		
Quantity	Item Number	Description	WORKH	Net 30	Unit Price	Ext Price
		29960				
1.00	P1	***PARTS***			\$0.00	\$0.00
4.00	PARTNT1	AXLE LUBE			\$10.15	\$40.60
1.00	PARTNT1	BRAKE CLEANER			\$3.02	\$3.02
2.00	PARTNT1	GEAR LUBE			\$2.93	\$5.89
4.00	PARTNT1	GUIDE PIN BOOT REPLACEMENT KIT			\$12.60	\$50.40
2.00	PARTNT1	PAD KIT			\$68.29	\$136.58
1.00	PARTNT1	FREIGHT			\$381.52	\$381.52
4.00	PARTNT1	ROTOR			\$67.61	\$270.42
2.00	PARTNT1	SEAL			\$38.04	\$76.08
2.00	PARTNT1	SEAL ASM			\$19.32	\$38.64
1.00	PARTNT1	GENERIC TOOL KIT			\$47.60	\$47.60
1.00	L1	***LABOR***			\$0.00	\$0.00
6.70	LM300	BRAKES - CK OVER = RECALL #50401C			\$105.00	\$703.50
1.00	LM300	CALIPERS - OK. NEEDS PIN RECALL PER-			\$0.00	\$0.00
1.00	LM300	FORMED. PERFORM PIN RECALL.			\$0.00	\$0.00
1.00	LM300	REPLACE ALL ROTORS, INNER SEALS			\$0.00	\$0.00
1.00	LM300	& BRAKE PADS.			\$0.00	\$0.00

Subtotal	\$1,754.25
Misc	\$0.00
Tax	\$0.00
Freight	\$0.00
Trade Discount	\$0.00
MAK 47	21 784 98

Stephenson

TRUCK REPAIR

MECHANICAL & BODY REPAIR
4201 INDUSTRIAL AVE.
LINCOLN, NEBRASKA 68504
PHONE: (402) 466-8532
FAX: (402) 466-0675

INVOICE

INVOICE 79335

Date 7/24/2006

Page 1

Bill to:

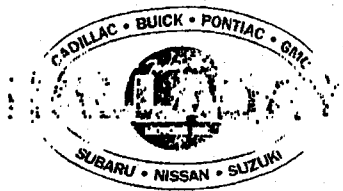
Truck Number Mileage Customer ID PO Number
2002 WORKHORSE M/H 49503 SMIRA

Quantity	Item Number	Description	Unit Price	Ext Price
1.00	P1	***PARTS***	\$0.00	\$0.00
1.00	PARTTX	BRAKE CLEAN	\$2.27	\$2.27T
2.00	PARTTX	ROTOR	\$143.57	\$287.14T
1.00	PARTTX	BRAKE PAD	\$75.13	\$75.13T
2.00	PARTTX	SEAL	\$15.96	\$31.92T
2.00	PARTTX	ROTOR	\$81.86	\$163.72T
2.00	PARTTX	INNER SEAL	\$13.11	\$26.22T
1.00	PARTTX	BRAKE PAD	\$75.13	\$75.13T
2.50	PARTTX	GAS LINE	\$1.50	\$3.75T
2.00	PARTTX	CLAMP	\$0.57	\$1.14T
1.00	SMTX	SHOP MATERIALS	\$5.00	\$5.00T
1.00	L1	***LABOR***	\$0.00	\$0.00
3.25	LM600	R & R FRONT ROTORS & BRAKES	\$75.00	\$243.75
4.25	LM600	R & R REAR ROTORS & PADS	\$75.00	\$318.75
0.50	LM600	R & R GENERATOR FRED HOSE FROM FUEL	\$75.00	\$37.50
1.00	LM600	TANK & RESECURE	\$0.00	\$0.00

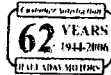
Subtotal \$1,271.42
Tax \$47.00
Total \$1,318.42

PLEASE PAY FROM THIS INVOICE. TERMS: NET DUE UPON RECEIPT.

2100 WESTLAND ROAD
 CHEYENNE, WYOMING 82001
 TELEPHONE (307) 634-1511
 1-888-HALLADAY
 www.halladaymotors.com



"The tradition continues... family owned and operated since 1944"



Our Service Dept. is Open
 7:00 A.M. to 9:00 P.M.
 Monday thru Friday
 8:00 A.M. to 3:00 P.M.
 Saturday

CUSTOMER NO. 38937	ADVISOR JOSEPH WARNER	7473 TAG NO. 137	INVOICE DATE 07/31/06	INVOICE NO. GCCS217132
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 49,988	COLOR WHITE/GREEN
[REDACTED]	VEHICLE MAKE 02/WORKHORSE/	DELIVERY DATE	DELIVERY MILES	STOCK NO.
[REDACTED]	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: 49990	

JOB# 1 CHARGES

LABOR
 # 1 030LZZ15 T&R FOR ABS LITE ON TECH(S):7482 110.00
 CUSTOMER STATES ABS LITE ON
 TECH INSPECTED AND CHECKED ABS SYSTEM FOUND LEFT FRONT
 SPEED SIGNAL MISSING. CHECKED LEFT FRONT FOUND SENSOR OUT
 TECH PUSHED IN SENSOR. RESET CODES AND TEST DROVE.
 NO MORE CODES FOUND. WORKING TO MANUFACTURE SPECS

JOB# 1 TOTALS

LABOR	110.00
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	110.00

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

ALL WORK GUARANTEED FOR 90 DAYS OR 4000 MILES EXCEPT WHERE EXTENDED BY MANUFACTURER. NO WARRANTY ON LABOR WHEN USED OR CUSTOMER SUPPLIED PARTS ARE INSTALLED.

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$116.60 (+TAX)
TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 01/22/2007 / 55990 MI 200LZZ13 ROTATE TIRES *

WE AT HALLADAY MOTORS APPRECIATE YOUR BUSINESS AND WANT YOU TO BE 100% SATISFIED. WE WELCOME ANY QUESTION OR COMMENT YOU MAY HAVE. IF FOR ANY REASON YOUR ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE DIRECTOR ART LEWIS 307-634-1007

TOTAL LABOR....	110.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.60

TOTAL INVOICE \$ 116.60

*****WARRANTY INFORMATION*****
 ALL REPAIRS WHICH ARE PERFORMED WITH THE USE OF GENUINE GENERAL MOTORS, NISSAN OR SUZUKI (OEM) PARTS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES (WHICH EVER OCCURS FIRST). WARRANTY ON OTHER REPAIRS WHICH ARE COMPLETED WITH CUSTOMER REQUESTED NEW OR USED NON-FACTORY TYPE PARTS MAY VARY AS TO PARTS, LABOR AND TIME COVERAGE. COVERAGE IS GENERALLY LESS OR NON-EXISTANT AS COMPARED TO OEM TYPE PARTS. SEE SERVICE ADVISOR FOR DETAILS ON ALL WARRANTIES.

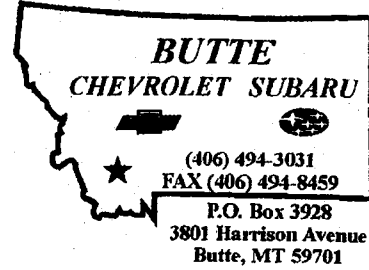
Halladay Motors warranties all paint and collision workmanship for one year from date of repair and delivery of the vehicle to you.

Supplies - A token charge equivalent to 11% of the labor charge is included for supplies used - maximum charge is \$50.00. Applicable supply items are: nuts, bolts, washers, tape, pins, rags, cleaners, towels, etc.
 I assume responsibility for any monies not reimbursed by warranty or insurance submission.

X
 CUSTOMER SIGNATURE

23530

191920



INVOICE

DUPLICATE 1
PAGE 1

HOME: [REDACTED] BUS: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 61 BRIAN DUGAN

CO/CH	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
	02	WORKHORSE MOTORCOACH	[REDACTED]	[REDACTED]	50820	50928	[REDACTED]
DLI. DATE	PRCD. DATE	WARR. EXP.	PROM SED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 IS			21:00	03AUG06	0.00	CASH	09AUG2006
RO OPENED		READY	OPT ONS				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMERS CONCERN: THE ABS WARNING LIGHT IS ON H2411 SENSOR, WHEEL SPEED FRONT LEFT REPLACE 692 CROMWELL, KELVIN R LIC#: 692							
			CT3			200.06	200.06
1			W8000045 SENSOR		75.00	75.00	75.00
MISC OVN FRT							
			CT3			38.95	38.95
FC:							
PARTS:	75.00	LABOR:	200.06	OTHER:	38.95	TOTAL LINE A:	314.01

CHECKED FOR CODES LEFT FRONT WHEEL SPEED SENSOR OPEN, CHECKED WIRING OK. ADJUSTED SPEED SENSOR ONCE BEFORE AND CODE CAME BACK. NEED TO REPLACE. REPLACED THE LEFT FRONT SPEED SENSOR AND ADJUST ED, TEST DROVE AND RECHECKED NO CODES AND NO LEAKS- OK.

 B QUALITY CONTROL CHECKED BY
 QC QUALITY CONTROL CHECKED BY
 692 CROMWELL, KELVIN R LIC#: 692
 ISP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

RAY

 HERITAGE WARRANTY AUTH#
 80619040-225 FOR \$225.06.
 CUSTOMER HAS A \$50.00
 DEDUCTABLE AND IS RESPONSIBLE
 FOR THE FREIGHT- TOTAL
 CUSTOMER PAY IS \$88.95. FAX TO
 614-726-3165 FOR PAYMENT

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.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	200.06
PARTS AMOUNT	75.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	38.95
TOTAL CHARGES	314.01
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	314.01

CUSTOMER COPY

Oct. 17. 2006 10:07AM

Stellar Travel 425-586-4501

No. 6149 P. 1

OREGON

Light Truck and RV, Inc.

6477 CRATER LAKE HWY. • CENTRAL POINT, OR 97502

(541) 830-8005 • 1-866-830-8005

10/2/2006 11:45 AM

page 1

**WARRANTY COPY
DO NOT PAY**

Invoice #32527

Day Phone

FAX Number

Vehicle : 2002 FLTD PACEARROW WH MHA V8 496CID 8.1L

Tag/State

VIN

Created

Odometer In : 53182

Complete

Odometer Out : 53162

Invoiced : 10/2/2006 11:45:05 AM

Customer PO : WORKHORSE

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
0.3			VEHICLE SAFETY INSPECTION	30.00	\$0.00
			PERFORM VISUAL MULTIPOINT VEHICLE MAINTENANCE AND SAFETY INSPECTION. ADVISE CUSTOMER		
5.6	LABOR		CHECK BRAKE CONDITION	\$79.50	\$445.20
			FOUND NO SIGNS OF HEAT AT THIS TIME. FOUND VEHICLE HAD OLD STYLE CALIPERS AND PIN KITS. REPLACE AND TEST FOUND ALL GOOD AT THIS TIME.		
0	LABOR		CHECK ADJUSTMENT	\$79.50	\$0.00
			FOUND ALL GOOD AT THIS TIME.		

Parts

Qty	Code/Tech*	Reference	Description	Unit Price	Price
2	WCC	W8001536	SHOCK PIN JOG KIT	\$28.00	\$56.00
2	WCC	W8001536	CALIPER KITS WITH PIN KITS	\$28.00	\$56.00
4	WCC	W8001536	GUIDE PIN REPL KIT	\$28.00	\$112.00
2	BER	2421	CLEANER	\$3.02	\$6.04
2	NBF	40032	BRK FLU	\$5.39	\$10.78

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1		SUBLET	RED LABEL FREIGHT	\$452.36	\$452.36

Labor	\$445.20
Parts	\$556.10
Sublet/Misc.	\$452.36
Shop Supplies	\$0.00
Charges	\$0.00
Tax @ \$0.00 * 0.0000%	\$0.00
Total Due	\$1,453.66

**WARRANTY COPY
DO NOT PAY**

CUSTOMER CALLED _____ SIGNATURE _____ DATE _____



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

23-SEP-2005

Repository

Reference No.
10134632

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

FLEETWOOD

Model

BOUNDER

Model Year

2002

Date Purchased
04-SEP-02

Dealer's Name and Telephone Number
TOM JOHNSON CAMPING CENTER 828-724-4105

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City
MARION

State
NC

Zip Code
28752

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
034510 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-JUN-2003

Failure Mileage
2990

Failure Speed
50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: THE CONSUMER RECEIVED NHTSA RECALL 04V084000 CONCERNING BRAKE CALIPERS ON 2002 FLEETWOOD BOUNDER IN OCTOBER OF 2004. THE CONSUMER WAS HAVING PROBLEMS WITH BRAKES STARTING IN JULY 2003. THE CONSUMER HAD THE BRAKES FIXED UNDER WARRANTY. THE RECALL WORK WAS DONE ON AUGUST 10, 2004, BUT THE OWNER HAD NOT RECEIVED RECALL NOTICE AT THIS POINT. HE WAS GIVEN INFORMATION ABOUT THE RECALL FROM THE DEALERSHIP. THE CONSUMER CALLED DEALERSHIP BACK AND TOLD HIM THAT RECALL WORK NEEDED TO BE DONE. THE CONSUMER WAS INFORMED BY THE DEALER THAT RECALL WORK HAD ALREADY BEEN DONE. THE CONSUMER INSISTED THAT ONLY THE REAR BRAKES WERE FIXED, AND THAT WAS WHEN THE CONSUMER RECEIVED INFORMATION FROM DEALER ABOUT THE RECALL AND TO CALL THEM IMMEDIATELY. THE CONSUMER CALLED DEALERSHIP AND WAS TOLD THAT THE WORK HAD BEEN DONE AND THAT WAS ALL THAT WAS REQUIRED. THE CONSUMER QUESTIONED DEALERSHIP ABOUT THE FRONT BRAKES, AND THEY WOULD NOT GIVE HIM AN AUTHORIZATION TO TAKE CARE OF THEM. WHILE THE CONSUMER WAS DRIVING THE FRONT BRAKES WERE SMOKING FROM THE CALIPERS AND ALMOST CAUGHT ON FIRE. THE CONSUMER WAS WAITING ON THE TOW TRUCK TO PICK UP THE VEHICLE. THE DEALER DID NOT KNOW WHEN THE PARTS WILL BE AVAILABLE. MEANWHILE, THE CONSUMER WAS STUCK IN A DIFFERENT STATE, AND WASH UPSET WITH MANUFACTURER FOR NOT FIXING THE VEHICLE THE FIRST TIME. *AK *NM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received

10-MAR-2004

Repository

Reference No.
10062815

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

FLEETWOOD

Model

FIESTA

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
17-FEB-2004

Failure Mileage
2000

Failure Speed
60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT 60 MPH ABS LIGHT ILLUMINATED ON THE DASH BOARD. CONSUMER DEPRESSED THE BRAKES, AND LOST CONTROL OF THE VEHICLE, NEARLY CAUSING AN ACCIDENT. *AK

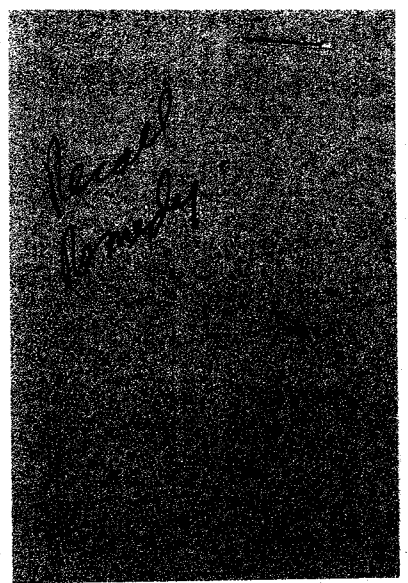
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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[REDACTED]
Mailing address:

[REDACTED]
[REDACTED]
[REDACTED]
April 4, 2007



Department of Transportation
Office 5326T
400 7th Street SW
Washington, DC 20590

Attn: Daniel Hillman

Dear Mr. Hillman:

Thank you for following up on my original complaint regarding the brakes on my 2002 Monaco motorhome on a Workhorse chassis.

The original brake recall, number 50401-C Bosch brake calipers, was performed by C & M Chevrolet in San Diego, CA on 11/04/04. At that time the odometer reading was 25,037. Up to that point I had had no problems with the brakes that I was aware of.

On 9/20/06 I took the motorhome back to the same dealership (note the dealership had changed names but the people were the same) for some scheduled maintenance and they noted that the **front rotors and pads needed to be replaced due to excessive heat damage**. At this point the odometer reading was 33,919, slightly less than 9000 miles since new caliper pins and boots had been installed and the pins lubricated. At the 25,037 mile point when the recall was done the condition of all brake parts was reported to be "minimal wear". I decided to take the vehicle to RV Specialists, an RV service facility that I have used for years, to get a "second opinion" on the brakes. They reported that **all four brake rotors had experienced excessive heat build up on the outboard side only**, an indication that the calipers were not retracting due to either a design deficiency or a lack of lubrication between the calipers and pins. As you can see by the invoice I incurred a cost of \$3173.34 to have the brakes completely rebuilt with many new parts.

I can answer any further questions I can be reached at the phone or email shown above.

[REDACTED]
[REDACTED]
[REDACTED]

CHEVROLET

1918 Baidoa Avenue
P.O. Box 710010
San Diego, California 92171
(858) 560-9008
www.cmchevrolet.com

CUSTOMER NO. 98808	ADVISOR RAYMOND AXTT	TAG NO. 2099	INVOICE DATE 11/05/04	INVOICE NO. CVCS154398
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 25,037	COLOR WHITE/LA PA
[REDACTED]	YEAR / MAKE / MODEL 02 / WORKHORSE / MOTORHOME		DELIVERY DATE 03/07/02	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. [REDACTED]		SELLING DEALER NO.	DELIVERY MILES
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	F. T. E. NO.	P. O. NO.	R. O. DATE 11/03/04
COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 01CVZEOF LUBE, OIL, & FILTER TECH(S):48 **32.00**
CHANGE ENGINE OIL AND FILTER, CK AND TOP OFF ALL UNDER HOOD
FLUID LEVELS AND ADJUST TIRE PRESSURE
CHANGED OIL AND FILTER CHECKED ALL UNDER HOOD FLUIDS
LUBED CHASSIS AS NEEDED AND ADJUSTED TIRE PRESSURE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK454		****	****
	1	3536966	SEAL 1.456	0.90	0.90
	1	25324052	FILTER 1.836	5.83	5.83
TOTAL - PARTS					6.73

G.O.G. & SUPPLIES

1.0	GREASE	@	0.580	/UNIT	0.58
1.0	5W30 CASTROL SYNBL-7QTS	@	18.550	/UNIT	18.55
TOTAL - GOG					19.13

MISC

CODE	DESCRIPTION	CONTROL NO	
HAZ	HAZARDOUS WASTE		1.00
TOTAL - MISC			1.00

JOB# 1 TOTALS

LABOR	32.00
PARTS	6.73
G.O.G.	19.13
MISC	1.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 58.86

JOB# 2 CHARGES

LABOR
J# 2 38CVZ BRAKES TECH(S):48 **WARRANTY**
RECALL NUMBER 50401-C BOSCH BRAKE CALIPERS
CHECKED CALIPERS LUBED PISTON INSTALLED NEW PISTON BOOTS INS
NEW CALIER PINS AND BOOTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	4	W8001536	GUIDE/KIT 4.665		WARRANTY
	4	W8001533	GUIDE/KIT 4.665		WARRANTY
	4	W8001528	BOOT/KIT 4.665		WARRANTY
	1	W8001493	CAMPAIGN		WARRANTY
TOTAL - PARTS					0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF **\$80.00 (+TAX)**

*Thank you for choosing
C & M Chevrolet. Our
entire staff is committed
to your satisfaction.*

SERVICE & PARTS DEPT. HOURS:
MONDAY - FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 7:00 AM TO 12:00 PM

EPA # CAD 981983380
B.A.R. # AB-005614
ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.



7978 Balboa Avenue
 San Diego, California 92171
 (858) 560-9008
 www.jimmiejohnsonchevrolet.com

BAR # AA 237596
 EPA # CAD 981983380

CUSTOMER NO. 98808	ADVISOR BILL LEINING	TAG NO. 2556	INVOICE DATE 09/20/06	INVOICE NO. CVCS187099
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 33,919	COLOR WHITE/LA PA
	YEAR / MAKE / MODEL 02/WORKHORSE/MOTORHOME	DELIVERY DATE 03/07/02		DELIVERY MILES
	VEHICLE I.D. NO.	SELLING DEALER NO.		PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	P. O. DATE 09/19/06	
RESIDENCE PHONE 619-296-6122	BUSINESS PHONE	COMMENTS		

LABOR
 JOB# 5 04CVZ01 BRONZE INSPECTION TECH(S): 48 0.00
 CUSTOMER ADVISED HAS HEAT CRAKS ON FRONT ROTORS AND PADS
 NEEDS TO REPLACE PADS ROTORS SEALS
 JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$630.00 (+TAX)
 TOTALS-----

 ** THANK FOR VISITING JIMMIE JOHNSON KEARNY MESA CHEVROLET**
 ** WE APPRECIATE YOUR BUSINESS - PLEASE TELL YOUR FRIENDS **

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFE-
 TIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL LABOR....	311.26
TOTAL PARTS....	167.76
TOTAL SUBLET...	0.00
TOTAL G.O.G....	64.68
TOTAL MISC CHG.	7.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	18.01

TOTAL INVOICE \$ 568.71

[Signature]
 CUSTOMER SIGNATURE

SERVICE & PARTS DEPT. HOURS:
 MONDAY - FRIDAY
 7:00 AM TO 6:00 PM
 SATURDAY
 8:00 AM TO 4:00 PM
COLLISION CENTER HOURS
 MONDAY - FRIDAY
 8:00 AM TO 5:00 PM

[Handwritten signature]

EPA # CAD 981983380
 BAR # AA237596

ALL PARTS INSTALLED ARE NEW
 UNLESS OTHERWISE SPECIFIED.

necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in any payment due. If automobile is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembling) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

RV SPECIALISTS, INC.

7052 CARROLL ROAD
 SAN DIEGO CA 921210000
 (658) 455-9898 (658) 455-7897

CUSTOMER SIGNATURE _____ DATE _____
 TERMS CASH: _____

CUSTOMER SIGNATURE _____ DATE _____
 Buyer hereby acknowledges receipt of merchandise and services set forth herein and a copy of this sales invoice.

*****D.A.C.# AC 12145*****
 *****TAX ID # 33-0219223*****

2002 WORKHORSE MCR103
 LICENSE [REDACTED] TITLE# 13813
 VIN [REDACTED] UNIT:
 GENERATOR: [REDACTED] UNIT:
 ENGINE #: [REDACTED]

INVOICE #: 32305
 DATE/TIME: 3/21/06 3:33PM
 WRITTEN BY:
 TYPE: CUSTOMER

QTY	COND	PART NUMBER	DESCRIPTION	PRICE	TOTAL
00	N	L55849PM	CALIPER LOADED MAGNUM 66MM	216.58	433.16
00	N	54770-65	ROTOR BRAKE MAGNUM 15"ABS	200.25	400.50
00	N	28758	SEAL OIL MAGNUM FRONT	46.76	93.52
00	N	BF4	BRAKE FLUID DOT 4	5.00	10.00
00	N	L55849PM	CALIPER LOADED MAGNUM 66MM	216.58	433.16
00	N	54770-65	ROTOR BRAKE MAGNUM 15"ABS	200.25	400.50
00	N	370169A	SEAL OIL WORKHORSE REAR AXLE	54.38	109.56
00	N	BF4	BRAKE FLUID DOT 4	5.00	10.00

ESTIMATE OF REPAIRS: Includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization.

EST. HOURS 0.00 OFIG. EST. \$450.00
 RI 3/25/06 03:58AM PET 301-5221 \$3,276.73
 REPLACE BRAKES
 REVISED ESTIMATE TOTAL \$3,726.73

RS	EMP	LABOR DESCRIPTION	TOTAL
00	#	WASH AND WAX MOTORHOME	200.00
00	#	SHAMPOO CARPETS	150.00
00	DM	CHECK BRAKES BRAKE PADS AT 40-50%, ALL 4 ROTORS HAVE SEVERE CRACKING AND SHOULD ALL BE REPLACED.	0.00
50	DM	BRAKE FRONT DISC MACHINE ROTORS, CLEAN AND REPACK BEARINGS, REBUILD CALIPERS, REPLACE BRAKE PADS AND GREASE SEALS, INSPECT MASTER CYLINDER, BLEED BRAKES, AND TEST DRIVE.	522.50
50	DM	BRAKE REAR DISC MACHINE ROTORS, CLEAN AND REPACK BEARINGS, REBUILD CALIPERS, REPLACE BRAKE PADS AND GREASE SEALS, INSPECT MASTER CYLINDER, BLEED BRAKES, AND TEST DRIVE.	517.50

CUSTOMER SIGNATURE _____ DATE _____
 I acknowledge notice and oral approval of an increase in the original estimated price.

ALL LABOR WARRANTED FOR 90 DAYS ALL PARTS WARRANTED BY MANUFACTURER

\$3173.34

METHOD OF PAYMENT: _____
 PAYMENT DATE: / /
 PARTS 1,838.50
 LABO 1,670.00
 SUB 3,508.50
 TAX-OFF 146.50

TOTAL \$3,707.34