



GVW - A GVW Holdings Company

National Highway Traffic Safety Administration (NHTSA)
and
Workhorse Custom Chassis
Recall Number: 50402-C

December 2004

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 the ABS telltale and other warning brake signals fail to conform with Federal Motor Vehicle Safety Standards (FMVSS) 101 and 105; consequently Workhorse Custom Chassis is conducting a recall campaign 50402-C to re-program the electronic I/P (Instrument Panel) cluster software.

Reason for this recall

Incorrect software was programmed on your vehicle during manufacture and it may not meet Federal Motor Vehicle Safety Standards (FMVSS). Incorrect software may not have the ability to illuminate warning lamps indicating failure codes in brake systems. Federal Motor Vehicle Safety Standards require driver warning when brake failure codes are set. Failure of the brake warning could result in you not knowing the brakes have a problem, resulting in you not stopping in time to avoid an accident.

What must be done

The correct software must be programmed in the I/P (Instrument Panel) cluster. Your Workhorse Custom Chassis dealer will conduct a test and reprogram or exchange the I/P (Instrument Panel) cluster if necessary at no charge to you.

Select Workhorse Custom Chassis dealers will receive tools to re-program the I/P cluster onsite; in this case it will take less than 30 minutes. However for some dealers without the tools, the cluster will need to be sent out and exchanged. The exchange procedure normally takes 24 hours.

What you must do

Please contact your authorized Workhorse Custom Chassis dealer to arrange a service date. Refer to recall Bulletin 50402-C and provide your 17-digit serial number (VIN) that starts with 5B4.

If you have 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 you have already remedied this problem, Workhorse Custom Chassis will reimburse you reasonable expenses upon providing proper documentation.

If you are a lessor of vehicles subject to this notice, you have an obligation under Federal law to provide a copy of this recall notice to all lessees within ten days of your receipt of this notice. Further, you must maintain a record which identifies the lessees to whom you send a copy of this notice, the date you send the notice, and the vehicle identification numbers of the vehicles that you have leased to the lessee. For purposes of this notice, the term lessor means a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles, as of the date of notification by the manufacturer of the existence of a safety-related defect or noncompliance.

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 888-327-4236

We regret to cause you any inconvenience however this is a necessary action for the continued support of our product and for your safety and satisfaction.

Sincerely,
Workhorse Custom Chassis