



A GVW Holdings Company

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MVS-215

2006 MAY -2 A 10: 37

OFFICE OF  
DEFECTS INVESTIGATION

April 21, 2006

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

06V-148  
(2 pages)

Re: Notice of Defect Pursuant to 49 CFR Part 573

Dear Sir/Madam:

Workhorse Custom Chassis (WCC) is furnishing this notification in accordance with 49 CFR Part 573, Defects and Noncompliance Reports.

**Product Identification**

This recall involves WCC Model Year 2006 W20, W22 and W24 chassis manufactured from April 28, 2005 through March 15, 2006, some of which may have been equipped with incorrect steering intermediate shafts.

These steering intermediate shafts were supplied to WCC by:

The Timken Corporation  
10585 North Meridian St  
Suite 300  
Indianapolis  
Indiana  
46290  
Chris Mantay  
(317) 848 3670

We note that WCC has not identified a defect with respect to the steering intermediate shafts themselves.

**Recall Population**

A total of 3881 units were produced during the relevant production period. WCC cannot estimate the number of chassis actually equipped with the wrong steering intermediate shaft. Workhorse's investigation (including vehicle inspections and parts usage information) indicates that there are likely very few (if any) remaining units equipped with the incorrect part. WCC is, however, recalling 100 percent of the chassis manufactured during the relevant period for inspection and, if necessary, replacement of the component. WCC believes that of the 3,881 units produced, approximately 400 – 600 have been purchased by end users. The remaining vehicles are still in the possession of final stage manufacturers and dealers.

Post Office Box 110  
922 S. State Route 32  
Union City, Indiana 47390  
Direct: 765.964.4000  
Toll Free: 877.294.6773  
Facsimile: 765.964.4001  
Electronic: www.workhorse.com

Certified Mail Number  
7004 1160 0003 1277 7440



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### Description of Defect

As a result of possible operator error at the production plant, an incorrect steering intermediate shaft may have been installed on some of the subject chassis during the relevant production period. The incorrect part (W0007621) has a finer pitch spline than the correct part (W0000450). Use of the incorrect part may cause the spline not to match correctly with the corresponding steering gear input shaft. On vehicles equipped with the incorrect part, the spline can strip if the steering wheel is turned with a significant amount of force. The force required to strip the spline is more than ordinary users will experience under normal driving conditions. Furthermore, this failure is likely only to occur when the vehicle is stopped or during tight turning maneuvers at very low speeds.

### Chronology of Events

On March 14, 2006, WCC received a report of steering issues on a W20 unit from a final stage manufacturer customer. The customer reported that the splined connection between the intermediate shaft and the input shaft to the steering gear had stripped and failed. WCC's inspection determined that this particular unit was equipped with the wrong steering intermediate shaft (W0007621), which had a finer spline than the correct part (W0000450), likely as a result of operator error on the assembly line. (The incorrect part is one that is used on other WCC models; these parts are stored adjacent to the correct parts for these models.) WCC subsequently received reports of two additional similar issues on April 5, 2006. All three of these incidents occurred at final stage manufactures' facilities (Body Builders). There have been no reports of accidents or injuries.

Based upon its review, WCC decided to conduct this voluntary safety recall on April 19, 2006. WCC has taken corrective action at its plant to ensure that this error does not occur in the future.

### Remedy

WCC will establish a program for inspecting affected chassis and, if necessary, replacing the steering intermediate shafts.

### Customer and Dealer Notification

WCC intends to send out dealer notifications within 30 days and customer notifications within 30 days.

\* \* \*

WCC has assigned the following campaign number to this recall: **20601-C**

A handwritten signature in black ink, appearing to read "Dirk Steyn".

Concur:  
Dirk Steyn  
Vice President Engineering

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Bigg".

Dave Bigg  
Manager Powertrain and Compliance  
(765) 964 2364

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