

# Newmar Corporation Warranty Department

Technical Service Bulletin									
Date Issued	Model Year(s) Affected			Model(s) Affected		TSB #			
01/12/2011	2001 - 2009			See below		380			
Brand						Type			
All	<input type="checkbox"/>	American Star	<input type="checkbox"/>	Mountain Aire	<input checked="" type="checkbox"/>	All	<input type="checkbox"/> TT <input type="checkbox"/>		
Canyon Star	<input checked="" type="checkbox"/>	Dutch Star	<input checked="" type="checkbox"/>	Kountry Aire	<input type="checkbox"/>	FW	<input type="checkbox"/> CA <input checked="" type="checkbox"/>		
Northern Star	<input type="checkbox"/>	Kountry Star	<input checked="" type="checkbox"/>	Essex	<input type="checkbox"/>	DP	<input type="checkbox"/> DB <input type="checkbox"/>		
Scottsdale	<input checked="" type="checkbox"/>	King Aire	<input type="checkbox"/>	London Aire	<input type="checkbox"/>				
All Star ME	<input type="checkbox"/>	Ventana	<input type="checkbox"/>	Grand Star	<input checked="" type="checkbox"/>				
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Air Conditioning &amp; Heating  <input type="checkbox"/> Appliances &amp; Accessories  <input type="checkbox"/> Cabinets &amp; Furniture  <input checked="" type="checkbox"/> Chassis Components  <input type="checkbox"/> Construction Components                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Electrical Components  <input type="checkbox"/> Exterior Components  <input type="checkbox"/> Interior Components  <input type="checkbox"/> Plumbing &amp; Bath Components  <input type="checkbox"/> Windows, Awnings, Vents, &amp; Doors                 </td> </tr> </table>								<input type="checkbox"/> Air Conditioning & Heating <input type="checkbox"/> Appliances & Accessories <input type="checkbox"/> Cabinets & Furniture <input checked="" type="checkbox"/> Chassis Components <input type="checkbox"/> Construction Components	<input type="checkbox"/> Electrical Components <input type="checkbox"/> Exterior Components <input type="checkbox"/> Interior Components <input type="checkbox"/> Plumbing & Bath Components <input type="checkbox"/> Windows, Awnings, Vents, & Doors
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Description of Problem									
<p>Specific vehicle chassis manufactured by Workhorse and equipped with Bosch ZOPS or Bosch ZOHT slide-pin hydraulic disc brakes may experience calipers sticking in the applied position resulting in heat generation at the wheel and in brake drag. Extended moisture exposure may result in piston expansion, restriction in the caliper bore, and disengagement failure. The increased temperature resulting from disengagement failure may lead to soft pedal conditions and increased required stopping distances.</p>									
Recommended Solution									
<p>Dealers must check the Workhorse WOW system to determine if the vehicle is affected by this safety recall and requires performance of the final remedy.</p> <p style="text-align: center;"><b>Review this bulletin in its entirety prior to beginning any diagnosis or repairs.</b></p>									

If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.



WHEN YOU KNOW THE DIFFERENCE

## WARRANTY DEPARTMENT TECHNICAL SERVICE BULLETIN

TSB Number: 380

E-mail via website: [www.newmarcorp.com/contact\\_us](http://www.newmarcorp.com/contact_us)  
Toll-free: (800) 858-4924

Thursday, December 30, 2010

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### **Safety Recall Campaign Replacement of Bosch Service Brake Calipers**

#### **Models Affected**

All motor homes having a 2001 through 2011 model year W20, W21, W22, or W22D chassis manufactured by Workhorse Custom Chassis (Workhorse) and equipped with Bosch brake calipers.

The vehicle models involved in this campaign are:

2007 - 2009 Canyon Star CA  
2001 - 2002 Dutch Star CA  
2008 Grand Star CA

2001 - 2006 Kountry Star CA  
2001 - 2004 Mountain Aire CA  
2003 - 2006 Scottsdale CA

#### **Background**

Specific vehicle chassis manufactured by Workhorse and equipped with Bosch ZOPS or Bosch ZOHT slide-pin hydraulic disc brakes may experience calipers sticking in the applied position resulting in heat generation at the wheel and in brake drag. Extended moisture exposure may result in piston expansion, restriction in the caliper bore, and disengagement failure. The increased temperature resulting from disengagement failure may lead to soft pedal conditions and increased required stopping distances.

#### **Remedy and Service Procedure**

Dealers must check the Workhorse WOW system to determine if the vehicle is affected by this safety recall and requires performance of the final remedy.

***Review this bulletin in its entirety prior to beginning any diagnosis or repairs.***



A NAVISTAR COMPANY

## **WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN**

**BULLETIN NO: 51101-C**

**September 1, 2010**

**BULLETIN TYPE: Safety Campaign**

**SUBJECT: Replacement of Bosch Service Brake Calipers**

**MODELS: All 2001 through 2011 Model Year W20, W21, W22, and W22D Motor Home Chassis Equipped with Bosch Brake Calipers**

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Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in the Bosch ZOPS and ZOHT slide-pin hydraulic disc brake systems. These service brake systems were installed on the Workhorse incomplete-vehicle chassis identified below and were subsequently used in the manufacturing of motor homes.

The pistons inside the brake caliper may stick in the applied position. If this were to occur, the service brakes may overheat - which may result in damage to other brake components and possibly lead to brake fluid boiling during normal operating conditions. If conditions described above were to occur, the performance of the service brakes may be reduced and the brake pedal may feel "soft" or "spongy." Anticipated braking distance may also increase which may result in a crash that may cause property damage, personal injury, or death.

### **VEHICLES INVOLVED**

Certain W20, W21, W22 and W22D motor home chassis built from July 24, 2000, through August 2, 2010.

Dealers must check the WOW system to determine if the vehicle is affected by this safety recall and requires the final remedy to be performed.

## **OWNERS NOTIFICATION**

Workhorse will notify owners and body companies regarding safety recall 51101-C. Attached is a copy of the owner's letter and accompanying instructions.

## **DEALER RESPONSIBILITY**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in their inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer, or delivery. If vehicles have been sold or transferred, and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the appropriate personnel at the transfer location or the customer must be notified immediately by your dealership.

Dealers must make every effort to promptly schedule an appointment with each owner to repair their vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

## **SERVICE PROCEDURE**

The service procedure for this safety campaign requires the replacement of all four Bosch service brake calipers; bleed the brake system; apply the campaign completion sticker to the vehicle, and test drive the vehicle to verify brake system operation. Once the vehicle has been test driven, verify that there are no leaks in the hydraulic brake system. Use labor operation code T5024 on the final remedy invoice submitted to Workhorse for payment.

### **If Campaign 50401-C is Still Open on Customer's Vehicle**

For all affected 2001 through 2003 model year, incomplete-vehicle chassis built between August 10, 2000, through, July 29, 2002; a review of the VIN profile must be

performed to verify the completion of safety campaign 50401-C. The following steps must be performed if the remedy procedure for this campaign has not been completed:

1. Inspect the caliper assemblies to determine if ZOPS slide pin(s) are installed; and
2. Replace all ZOPS slide pins with ZOH-T slide pins by following the service procedure described in Bulletin Number 50401-C, dated September 15, 2004, on the WOW message board.

**(See illustrations 1.1/A, 1.1/B, and 1.1/C for identifying ZOPS slide pins, ZOH-T slide pins, and leading and trailing position in procedure 1.1 of this bulletin)**

After inspection and or replacement of the slide pins continue completion of campaign 51101-C as outlined in the service bulletin.

Use labor operation code T5002 for submission to Workhorse for payment if the slide pins were replaced as described above.

**If the VIN profile indicates safety campaign 50401-C was completed, but the vehicle is still equipped with ZOPS slide Pins, complete steps 1 and 2 described above. Apply additional time to the final remedy invoice T5024 (add labor operation code "Y" – Slide Pin Replacement, 0.4 hours) and submit to Workhorse for payment.**

Follow the Bosch campaign diagnostic trouble tree if collateral damage is identified at a wheel end. The diagnostic trouble tree has been provided to assist the service technician with diagnosis, inspection of brake components, torque and fluid specifications, and ABS code criteria. The trouble tree can be found at [www.dealers.workhorse.com](http://www.dealers.workhorse.com) on the WOW message board under the service tab.



**CAUTION: TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR PROPER EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.**

The service information provided in this Bulletin 51101-C is to serve as a guideline to assist in completion of the final remedy. Refer to the Workhorse Service Manual for further repair information, as well as, applicable warnings and cautions.

## **WARRANTY INFORMATION**

Claim Description: --- Complete Customer Safety Recall Notice 51101-C; Replace all four Bosch service brake caliper assemblies; bleed the brake system; test brake performance; and utilize the trouble tree for diagnostic assistance.

Claim Type Submission: Safety Campaign

Labor Operation: ---T5024--- 3.0 hours - Bosch Brake Caliper Replacement

Includes:

1. Replacement of all four calipers;
2. Determine the completion status of safety campaign 50401-C;
3. Bleed brake hydraulic system;
4. Test drive to verify brake performance;
5. Inspection of the brakes after the test drive to verify no hydraulic fluid leaks; and
6. Data entry on the campaign completion label and application of the label to the vehicle.

**Information: Note any collateral damage to a wheel end including any ZOH-T slide pin replacements outside of completing campaign 50401-C as described above will require authorization by your Regional Service Manager. T5024 allows for additional add labor operations, per wheel end, for replacement of additional component(s). Follow the Workhorse retention policy and guidelines under warranty submission (potential audit review) for all components replaced as described above.**

Labor Operation: ---T5002--- 0.4 Hours - Replacement of ZOPS slide pins with ZOHT pins 2001-2003 vehicles where 50401-C is open

**Note: Any additional time required to replace the slide pins to complete 50401-C must be submitted under this labor operation.**

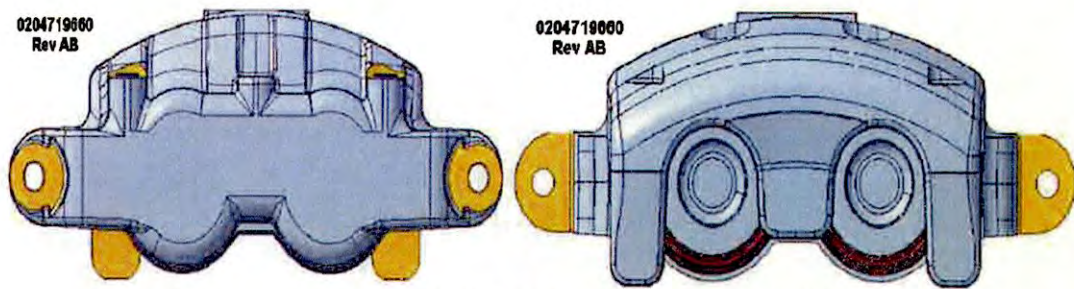
### **PART INFORMATION**

<u>Caliper Kit</u>	<u>Quantity per Vehicle</u>	<u>Description</u>
W8006753	2	Bosch Brake Caliper Kit

#### Caliper Kit Includes

<u>Quantity per Kit</u>	<u>Description</u>
2	Bosch Brake Calipers
2	Brake Bleeder Screws
1 quart	DOT 3 Brake Fluid
1 per 2 kits	Campaign Completion Sticker

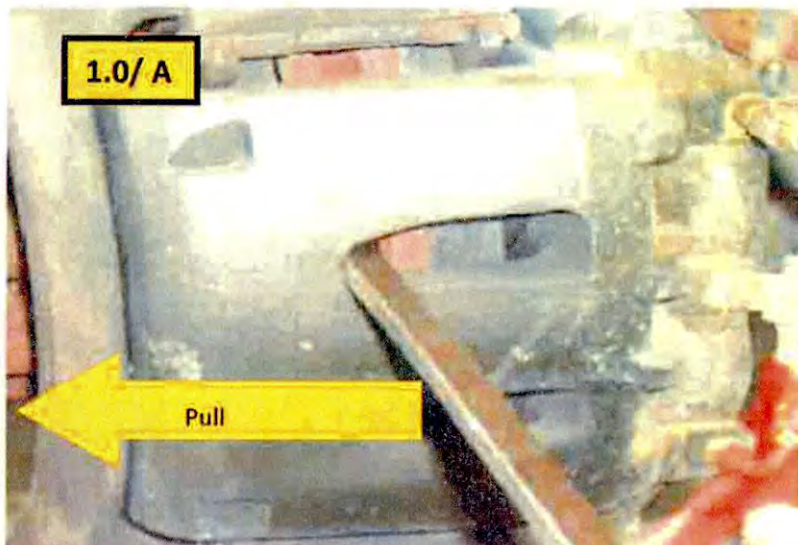
**Information: Caliper kits will be supplied at no charge to dealer. A handling fee of \$40 (\$10 per corner) will be applied for warranty claim submission.**



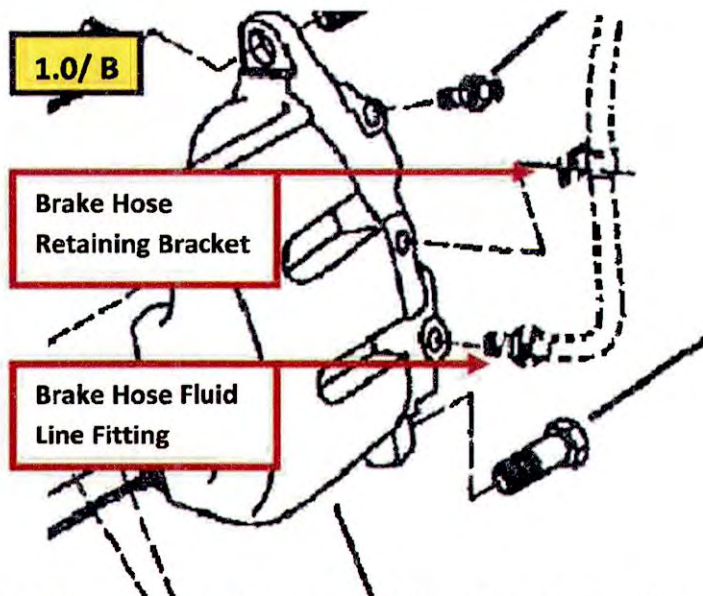
Caliper machined areas shown in yellow are not plated.

### 1.0 Caliper removal procedure

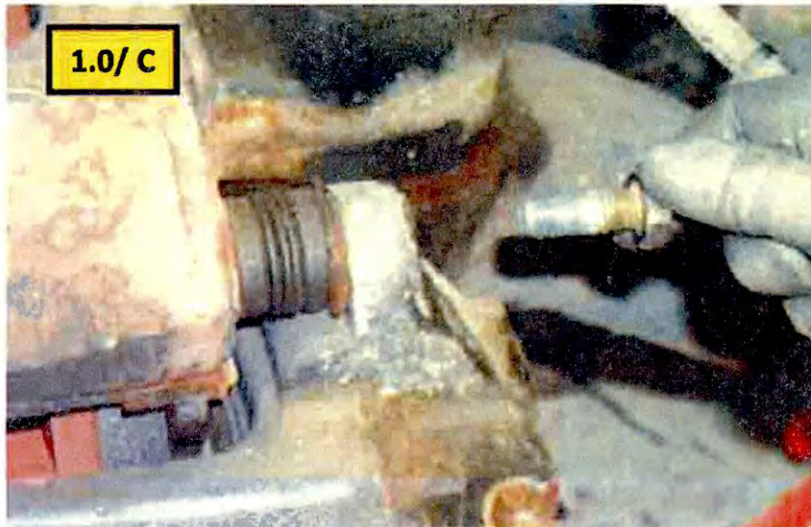
1. Remove two thirds of brake fluid from master cylinder.
2. Raise the vehicle, Refer to *Lifting and Jacking the Vehicle* in General Information in the service manual.
3. Support the vehicle with safety stands.
4. Mark relationship of the wheel to hub.
5. Remove the tire and wheel assembly, Refer to *Tire and Wheel Removal and Installation* in the service manual.
6. Compress caliper pistons using a disc brake caliper pad spreader, caliper dual piston compressor tool, c-clamp, pry bar, or other similar equipment. Compress until the pistons bottoms in the bore. (Shown in photo 1.0 / A)



7. Remove the tool used to compress the caliper pistons.
8. Remove the brake hose retaining bracket fastener from the caliper. (View Illustration 1.0/ B)



9. Disconnect brake hose fluid line fitting from caliper and cap off to prevent brake fluid leakage or contamination in the line. Do not allow the brake line hose to become pinched or kinked during the remedy procedure. (View Illustration 1.0/ B)
10. Remove the upper (top) caliper mounting bolt securing the caliper to the upper guide pin. (Shown in Photo 1.0/ C)
11. Remove the lower (bottom) caliper mounting bolt securing the caliper to the lower guide pin.



12. Move caliper assembly away from rotor.
13. Remove upper and lower caliper mounting pins and pin boots from anchor plate.

14. Clean the machined surface of the anchor plate with wire brush. (See photo 1.0/D)
15. Clean and lubricate the anchor plate bores with silicone brake grease.



### 1.1 Caliper Slide Pin Verification

If the chassis model year is 2004 or newer (chassis build date after June 3, 2003) move to section 1.2 Caliper Installation.

**ZOPS vs. ZOH-T** For vehicles built from August 10, 2000, through July 29, 2002, and the VIN profile indicates 50401-C is open, or 50401-C shows completed but the vehicle is still equipped with ZOPS slide pins, perform the following procedures:

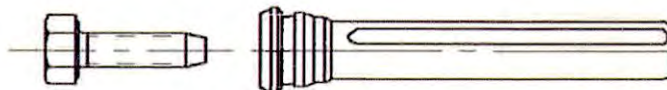
1. If the bolt thread is coarse as shown below in illustration (1.1/A) it is a ZOPS type slide pin and will have the same pin for the leading and trailing position.

**1.1 / A**



**ZOPS Bolt:** heavy hex head, yellow in color, coarse thread, thread patch (M12x1.75x30)

**ZOPS Leading AND Trailing Guide Pin**

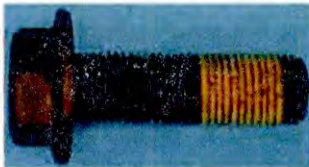


2. If the vehicle has the ZOPS slide pins installed, remove and replace with the ZOH-T type slide pin shown in illustration (1.1/B). If required order slide pin and boot kit (PN W8000352) which can be ordered through Workhorse Parts.

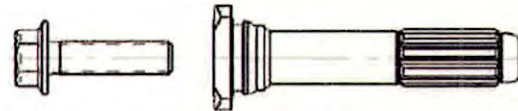
3. If the bolt thread is fine and the bolt dark in color as shown below it is a ZOH-T type slide pin shown in illustration (1.1/B). The leading and trailing pin are different and required to be in the correct position shown in illustration (1.1/C).

**1.1/B**

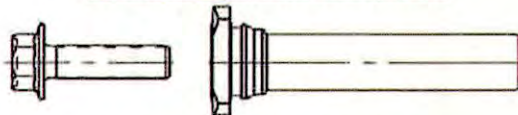
**ZOH-T** Caliper guide pins and mounting bolt used after June 3, 2003



ZOH-T Bolt: flange head, dark in color, fine thread, may have thread patch as shown (M12x1.25x40).



**ZOH-T Trailing Guide Pin**



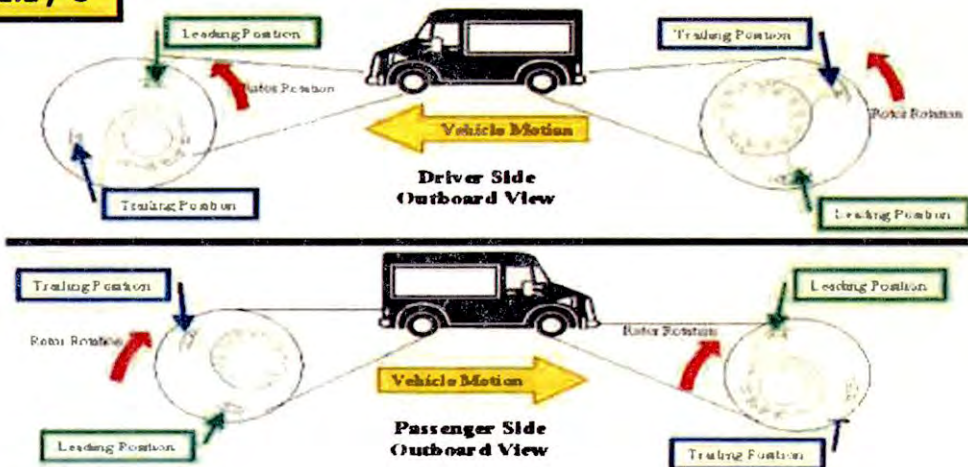
**ZOH-T Leading Guide Pin**

- Unique guide pins for leading and trailing anchor plate positions.

**IMPORTANT:** The ZOH-T leading bolt must be tightened first during the assembly process after both leading and trailing bolts are installed finger tight.

**Identifying Slide Pin Leading and Trailing Positions**

**1.1/C**

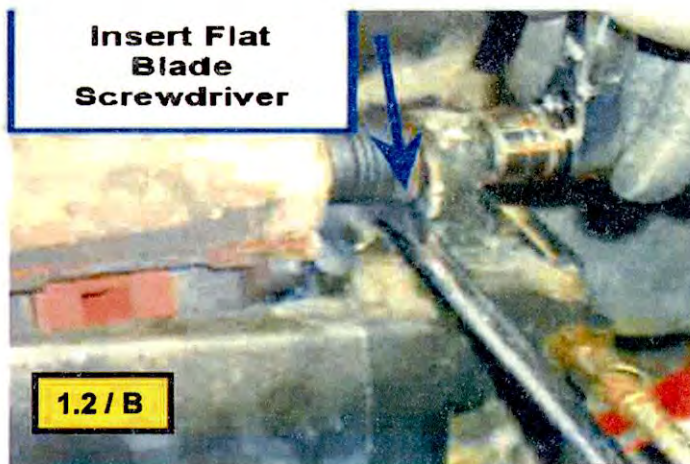


## 1.2 Caliper Installation Procedure

1. Inspect and lubricate the caliper slide pins with silicone brake grease.
2. When reusing the ZOH-T slide pin mounting bolt clean the threads and apply Loctite 2440 adhesive on bolt threads.
3. Align flat on upper (top) slide pin boss with the flat on the caliper housing upper (top) guide pin boss. Be careful when positioning caliper over disk brake pads, rotor and upper (top) guide pin to avoid tearing or dislodging piston boots or guide pin boots. (View Photo 1.2 /A)



4. Install upper (top) mounting bolt "finger" tight.
5. Align the flat on the lower pin flange, and then carefully rotate the caliper closed and install lower mounting bolt "finger" tight. Utilize a flat blade screwdriver to retain the slide pin during the torque procedure. (Shown in photo 1.2 / B)

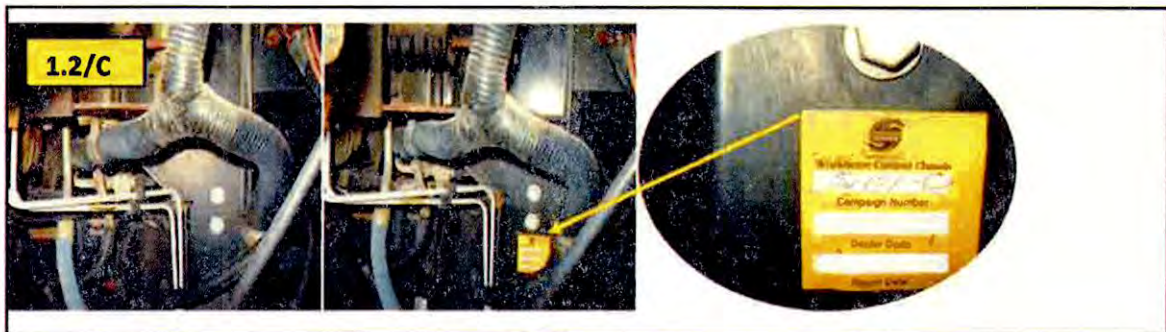


6. Torque the ZOH-T mounting bolts as follows:
  - a. Torque leading bolt to 93-107 lb-ft (126-145 N-m)
  - b. Torque trailing bolt to 93-107 lb-ft (126-145 N-m)
  - c. See Leading and Trailing bolt position illustration (1.1 / C)
7. Connect the brake hose fitting to the fluid inlet port on the caliper and torque to 14-17 lb-ft (20-24 N-m). (See illustration 1.0 / B)
8. Reconnect the brake hose retaining bracket to the caliper using the original bolt removed. (See illustration 1.0 / B)
9. Bleed brake system torque bleeder screw to 8-15 lb-ft. (10-20 N-m)
10. Install the tire and wheel assembly and torque the wheel lug nuts to 450-500 lb-ft.
11. Lower the vehicle.



**CAUTION: Before moving the vehicle, pump the brake pedal several times to insure the pedal feels “firm.” Do not move the vehicle until a “firm” pedal is obtained. Check the brake fluid level in the master cylinder after pumping the brakes.**

12. Complete the Recall Campaign Completion label and attach to the vehicle bulk head in a visible area near the chassis fuse box / Maxi Booster mounting bracket (Shown in photo 1.2/ C). One completion label (PN W8001493) will be shipped with every two caliper kits ordered.



### 1.3 Bosch Brake Campaign Trouble Tree

The Brake Trouble Tree will assist the service technician with diagnosis, brake components review, torque specifications, fluid specifications, and ABS code criteria. The diagnostic trouble tree can be found at [www.dealers.workhorse.com](http://www.dealers.workhorse.com) on the WOW message board under the service tab. See table 1.3/A below for an outline of the Brake Trouble Tree.

The links within the tree will direct the technician to more information (i.e. pictures, torque specifications, diagnostics, etc).

1.3/A				
Steps	Description	Notes	Yes	No
1	Is ABS Light On		Step 2	Step 10
2	<a href="#">Does the unit have abs codes 21, 25, 31, 35</a>	Record codes on tech hard copy	Step 4	Step 3
3	<a href="#">Record abs codes and proceed to strategy based diagnostics</a>	This will be done at the customer's expense. Failure is not due to caliper failure.	Step 4	Step 4
4	<a href="#">Do Cracks go all the way through rotor web</a>		Step 6	Step 5
5	<a href="#">Does Rotor show signs of severe pad Transfer</a>		Step 6	Step 14
6	<a href="#">Does ABS Sensor show signs of heat damage</a>		Step 7	Step 19
7	<a href="#">Does front hub oil cap show signs of leaking or lens discoloration</a>		Step 8	Step 9
8	Replace Rotor, hub oil cap, inboard seal, speed sensor, and pads	Covered	Done	Done
9	Replace Rotor, inboard seal, speed sensor, and pads	Covered	Done	Done
	<b>No Speed Sensor Codes</b>			
10	<a href="#">Do Cracks go all the way through rotor web</a>		Step 12	Step 11
11	<a href="#">Does Rotor show signs of severe pad Transfer</a>		Step 12	Step 12
12	<a href="#">Does front hub oil cap show signs of leaking or lens discoloration</a>		Step 13	Step 22
13	Replace Rotor, hub oil cap, inboard seal, and pads (continued on next page)	Covered	Done	Done
	<b>No Pad or Rotor Damage</b>			
14	<a href="#">Does ABS Sensor show signs of heat damage</a>		Step 15	Step 19
15	<a href="#">Does front hub oil cap show signs of leaking or lens discoloration</a>		Step 16	Step 22
16	<a href="#">Does caliper show signs of heat damage</a>	If No step 17 is CP	Step 17	Step 22

Steps	Description	Notes	Yes	No
17	Replace Hub oil cap, speed sensor	If 16 was yes this is covered	Done	Done
	<b>Hub Oil Seal Damage</b>			
19	<u>Does front hub oil cap show signs of leaking or lens discoloration</u>		Step 20	Step 22
20	<u>Does callper(s) show signs of heat damage</u>	If No step 21 is CP	Step 21	Step 22
21	Replace hub oil cap	If 20 was yes this is covered	Done	Done
	<b>NO CIRCUMSTANTIAL DAMAGE</b>			
22	Replace calipers per instructions on campaign	Covered	Done	Done