

Customer Safety Campaign 61101-C (2007 through 2011 model year W16/18, W20/22, W24 and R26 Motorhome Chassis models.) Fuel Fill Cap Replacement.

October 20, 2010

ATTENTION: SERVICE MANAGERS, SERVICE ADVISORS, SERVICE TECHNICIANS AND WARRANTY ADMINISTRATORS

NOTICE: The Part Kits to complete the Remedy repair are limited to the affected vehicles approximately 1,900 units. It has also been determined that motorhomes manufactured by CT Coachworks will require replacement of both the unused fuel fill cap and used fuel fill pipe connection replaced. During scheduling of a customer to complete the remedy repair you will need to determine which kit will be required to order verifying coach manufacturer and viewing the VIN profile to verify the unit is affected by this campaign.

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in certain W-series and R-series motorhome chassis. The fuel-fill cap assemblies used to seal the unused fuel tank inlet was produced with a hose material that did not meet design specification. During normal usage the hose material may deteriorate which can result in a fuel leak. A fuel leak increases the risk of a fire which may result in property damage, personal injury, or death.

Please print and read the customer safety recall letter and Bulletin **61101-C** to become familiar with the final remedy procedures as you are likely to receive calls from customers asking questions relating to the letter, as well as, requests to schedule an appointment to have the remedy procedure performed on their vehicle.

Please schedule customers for service and follow all of the instructions contained in Bulletin **61101-C**.

Vehicles Involved

Certain W16/18, W20/22, W24 and R26 motorhome chassis built from February 5, 2007, through May 24, 2010, and equipped with either the 75-gallon or 100-gallon gasoline dual fill fuel tanks option NDF and NNB

VIN Profile and 61101-C Review

Before the vehicle is brought to your dealership, initiate a review of the VIN profile to verify that the remedy procedure for this campaign needs to be performed and to assist in ordering the appropriate parts for that vehicle.

NOTE: Verify your organization completes a VIN profile review (as noted above) before scheduling an appointment.

Parts Information:

Fuel-Fill Cap Kit Part Number (Coach Manufacturer / CT COACHWORKS ONLY)

Campaign Kit- PN W8006777

(NOTE: FOR COACH MANUFACTURER CT COACHWORKS ONLY; Requires Both Unused Fuel-Fill Cap and Fuel-Fill Side / Pipe Connection Replaced)

Kit Includes:

| <u>Quantity per Vehicle</u> | <u>Description</u> |
|-----------------------------|-----------------------------|
| 2 | Fuel Fill Cap Hoses |
| 3 | Hose Clamps |
| 1 | Campaign Completion Sticker |

Fuel-Fill Cap Kit Part Number (All OTHER COACH MANUFACTURERS)

Campaign Kit PN W8006776

(NOTE: FOR REPLACEMENT OF THE FUEL-FILL CAP UNUSED SIDE ONLY)

| <u>Quantity per Vehicle</u> | <u>Description</u> |
|-----------------------------|-----------------------------|
| 1 | Fuel Fill Cap Hose |
| 1 | Hose Clamp |
| 1 | Campaign Completion Sticker |

A safety campaign completion label will be included with every kit ordered and must be attached to the vehicle under hood on the bulkhead driver side.

Parts are available through the normal Workhorse parts system.

Warranty Information:

Claim Description: --- Complete Customer Safety Recall Notice 61101-C; Replace Fuel Fill Cap Hose on 75 and 100 Gallon Fuel Tanks Dual Fill Option

NDF and NNB; Verify hose utilized during connection of the used fuel fill pipe to fuel tank inlet.

Labor Operation: T6051- 0.3 – 2.6 hours – Fuel Fill Cap Replacement – Pending Procedure Required

As outlined in Workhorse Policy and Procedures:

Follow the Workhorse part retention policy and guidelines, as outlined in the Policy and Procedure manual (potential audit review), for warranty submission relating to components replaced.

If a customer has a question specific to this repair that cannot be answered by you, please have them contact Workhorse at (877) 246-7731.

Thank you for your immediate attention regarding this matter and please inform your entire service team.

| | | |
|---|---------------------------|---------------------------------|
| Open T Operations: Complete Safety Campaign 61101-C (2007-2011 W16/18, W20/22, W24, and R26 series Motorhome Chassis) Replace Fuel-Fill Cap Hose on 75 and 100 Gallon Fuel Tanks Dual Fill Option NDF and NNB; Verify hose utilized during connection of the used fuel-fill pipe to fuel tank inlet spud. | Labor Code: T6051- | Base Hours: XXX |
| Note: Labor time for verification of the vehicles fuel fill hose at connection from the Tank to fill pipe for deterioration; and replace fuel fill Cap hose on the NON-used fuel-fill spud. If the vehicle is equipped with twin "Dual Fuel Fills" verify that affected fuel fill cap hose was not utilized to make the connection to the fill pipe. If an alternative fuel grade hose was used no further action is required. | | |
| Exceptions | | |
| Any, 2007-2011, W18, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G7 (0.3) |
| Any, 2007-2011, W22, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G8 (0.3) |
| Any, 2007-2011, W24, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G9 (0.3) |
| Any, 2007-2008, R26, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$A\$G7 (0.3) |
| Add | | |
| Remove and Replaced unused fuel-fill cap hose Motorhome 75-100 gallon fuel tank | T6051-A | Std Hours: XXX |
| Any, 2007-2011, W18, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G8 (0.6) |
| Any, 2007-2011, W22, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G9 (0.6) |
| Any, 2007-2011, W24, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$A\$G7 (0.6) |
| Any, 2007-2008, R26, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$A\$G8 (0.6) |
| Add | | |
| Remove and lower fuel tank Motorhome 75-100 gallon fuel tank to replace the fuel fill cap hose connection between the tank and fill pipe if affected fuel-fill cap hose is utilized | T6051-B | |
| Exceptions | | |
| Any, 2007-2011, W18, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G7 (2.6) |
| Any, 2007-2011, W22, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G8 (2.6) |
| Any, 2007-2011, W24, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$6\$G9 (2.6) |
| Any, 2007-2008, R26, Any, Eng Opt: L18; Dspl(L):8.1; Cyl: V8; Fuel Sys: MFI; | | Std Hours: \$A\$G7 (2.6) |