



## **Workhorse Interim Notification Recall of W20, W21, and W22**

### **Bosch Brake Campaign 50901-C Dealer Update**

Please keep in mind, any interim brake repairs done before the start of Campaign 50901-C will require pre-authorization in the form of pictures being sent to Workhorse for evaluation.

***Q. Should customers call Workhorse or their RV manufacturer to get information about this campaign?***

**A.** Customers should be directed to visit [www.workhorse.com/brakeresourcecenter](http://www.workhorse.com/brakeresourcecenter). This webpage has the most up to date information available and will continue to be updated as new information is forthcoming.

***Q. Why does Campaign 50901-C not show under a VIN profile of an affected unit?***

**A.** **This Campaign has not been released.** Campaign 50901-C has not been loaded into the WOW system and will NOT show in our systems until the campaign is released later this year. All W20, W21 and W22 model motor home chassis built from July 24, 2000 through December 19, 2007 are involved in this forthcoming campaign.

***Q. What is an "Interim Repair" and what will determine if the repair will be covered by Workhorse?***

**A.** Interim repairs are being made to units which experience brake caliper concerns as outlined in bulletin 50902-I. These repairs will require emailing pictures to Workhorse for review **prior** to repairing the affected wheel end(s).

***Q. When will new style brake calipers be available to complete Campaign 50901-C?***

**A.** The production phase is scheduled to begin shortly and Workhorse will need to accumulate roughly 50% of the required parts prior to launching Campaign 50901-C later this year.

***Q. What is the actual remedy and which parts will be replaced once Campaign 50901-C is launched?***

**A.** The remedy is a newly designed and tested phenolic piston material that will not absorb moisture and swell. Once released, all four brake calipers will need to be replaced to satisfy Campaign 50901-C.

***Q. Should owners of affected units expect additional notification from Workhorse?***

**A.** Yes, owners will be notified by mail once the final remedy parts are available and Campaign 50901-C is released.

***Q. Should Campaign 50401-C (Bosch Brake Campaign launched July 2004) be completed if found to be open under a VIN profile?***

**A.** Yes, any open and uncompleted campaign(s) found under a VIN profile should be performed as directed in the instructional bulletin.

***Q. What if a customer receives an interim campaign letter, has not experienced a failure but wants their unit inspected?***

**A.** If a customer wants their vehicle inspected, the customer must authorize the teardown and inspection charges. If a **caliper failure** is identified during the inspection, Workhorse will cover the inspection charge along with the pre-authorized wheel end repair. **Workhorse will not pay for any inspection that determines no caliper problem(s) exist.**

***Q. Will the customer still need to have Campaign 50901-C performed if they had an interim brake repair performed?***

**A.** Yes, customers will be notified by mail once the remedy parts are available and they should schedule to have Campaign 50901-C completed by an Authorized Workhorse Service Center at that time.

**Q. Will Workhorse pay to have a customer's unit towed to an Authorized Service Center?**

**A.** NO, UNLESS the vehicle is broken down on the side of the road due to a **caliper failure**. At that point they should contact Roadside Assistance (877) 946-7731 prior to calling for a tow. The vehicle will be towed to the nearest authorized Workhorse Service Facility.

**Q. When filing a claim in WOW, which labor operations should be used for Interim Brake Repairs?**

**A.** Specific operations have been designated for these repairs including T5017, T5018, T5019, T5020 and T5021.

**Q. Will Workhorse pay for brake pads and brake fluid "flushes" on interim repairs?**

**A.** Fluid changes and brake pad replacement are generally viewed as maintenance items. However, if during inspection it is noted that a brake pad is contaminated with fluid or is coming apart due to extreme heat then it may be covered. This would be determined during the picture review by Workhorse. Though Workhorse will cover the necessary brake fluid to complete a caliper(s) replacement, a complete brake system fluid change would be the responsibility of the customer.

**Q. If a customer calls into service and advises they have an intermittent ABS lamp; is this an indicator that the brake caliper could have failed?**

**A.** An ABS lamp coming on is NOT a guaranteed indicator that the caliper has failed. There are many possibilities that may cause an ABS lamp to illuminate including; the ABS speed sensor being out of adjustment, related wiring concerns or possible ABS speed sensor overheat. If during the inspection it is determined that the ABS concern was caused due to a **caliper failure**, Workhorse will cover the inspection charge along with the pre-authorized wheel end repair.

**Q. If a customer indicates their ABS light stays on continuously, is this an indicator that a brake caliper could have failed?**

**A.** If the ABS brake light illuminates and stays on, it could possibly indicate that the ABS sensor has overheated, and corrupted the signal at the wheel end. If this happens, customers should bring their vehicle to an Authorized Workhorse Service Center for evaluation. If during inspection it is determined that the cause was due to a **caliper failure**, Workhorse will cover the inspection charge along with the pre-authorized wheel end repair.

**Q. Are signs of short radial cracks in the rotor surface indicating a caliper failure? Is this covered by Workhorse?**

**A.** Short radial cracks on the rotor surface that come in contact with the brake pads are known as "Heat Checking" and are generally caused by heating and cooling of the disc during normal operation. Existence of these short radial cracks **is not** an indication that there is a caliper failure. This type of checking does not justify caliper replacement and or rotor replacement. (Refer to 50902-I for example pictures)

**Q. Are signs of a large radial crack(s) that migrates through the outer surface of the rotor through to the cooling fins indicating a caliper failure? Is this covered by Workhorse?**

**A.** A large radial crack that is cracked through the rotor face will need to be replaced. Although without any other evidence that would indicate that a caliper has failed, this would not be covered by Workhorse. If a large radial crack is noted; review for the following: severe brake pad material transfer onto the rotor surface, dust boot degradation around the caliper piston, ABS sensor that has melted, front hub oil cap that is distorted or a wheel seal that has failed. If these symptoms are noted then a brake caliper failure is possible and the rotor replacement would be considered collateral damage. Workhorse will cover the repair with pre-authorization for the affected wheel end.

**Q. What if a customer calls wanting reimbursement for a prior brake caliper repair?**

**A.** If a customer has previously replaced a brake caliper on a motor home chassis involved in this upcoming campaign, they may be eligible for reimbursement on certain repairs made between **November 16, 2007 and June 15, 2009**. The customer should send all associated repair orders, proof of ownership and proof of payment (credit card receipt, cancelled check, etc.) to:

**Workhorse Custom Chassis  
Attention Campaign Center  
850 Stephenson Highway, Suite 510  
Troy, MI 48083-1174**

**Additional information is available at [www.workhorse.com/brakeresourcecenter](http://www.workhorse.com/brakeresourcecenter)**