



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received  
2003 AUG -7 PM 10:32  
14-JUL-2003

Repository   
Reference No.  
10027145

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City KANSAS CITY State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of a signature, NHTSA will provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 07/24/03

**VEHICLE INFORMATION**

Make FLEETWOOD		Model BOUNDER		Model Year 2001 1/2	
Date Purchased 11/19/2001	Dealer's Name and Telephone Number NAYLOR RV INC. 816 921-0065			Engine: No. Cylinders V10	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City KANSAS CITY	State MO	Zip Code 64129		
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 071100 FUEL SYSTEM, GASOLINE-STORAGE:TANK ASSEMBLY		
			Multiple Failure: 1		

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 7/2-7/12	Failure Mileage 12127	Failure Speed 0-65 MPH	ROOF LEAKS FAULTY CARGO LATCHES EXCESSIVE RUST	CRACKED DASH WINDOW FRAMING FELL FROM WALL REAR END OF COACH IS FALLING APART.
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTN1A9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e., parts repaired or replaced (and if old part is available).

THE REAR END AROUND THE VEHICLE'S FUEL TANK, IS DISINTEGRATING AND SEPARATING. DEALERSHIP HAS BEEN CONTACTED. SERIAL #F39S17158341.\*AK  
73981715341

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- SEE ATTACHED 10 PAGES PLEASE
1. LETTER OF COMPLAINT 9/14/02
  2. FLEETWOOD'S RESPONSE 9/18/02
  3. FAX TO NAVIGAL RV, INC'S SERVICE MANAGER Jim Anderson 9/24/02
  4. INTRODUCTION TO VEHICLE WARRANTIES COPIED FROM FLEETWOODS OWNERS MANUAL (3 PAGES).
  5. LIMITED ONE-YEAR/THREE-YEAR WARRANTY (2 PAGES) FROM FLEETWOOD OWNERS MANUAL.



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation  
National Highway Traffic Safety Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



DOT Auto Safety Hotline  
(DASH) 2 DOT

**1-888-DASH-2-DOT**  
**1-888-327-4236**

**DASH2DOT**  
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**QUESTIONNAIRE**

**VEHICLE  
OWNER'S**

[REDACTED]  
KANSAS CITY, MO

FAK:

CELL:

E-MAIL:

[REDACTED]  
July 14, 2003

Fleetwood Motor Home Service  
PO Box 5700  
Riverside, CA 92507

Amend letter dated 07/08/03

**RE: Multiple Structural Defects Found In Vehicle Serial NO. 739S17158341  
Chassis NO: 1FCNF53S6Y0A13135**

Please schedule a time and date to inspect my 2001.5 Fleetwood Bounder 36S Bluestone for the following structural defects:

1. Leaks in the rubber roof system.
2. Faulty cargo door latches.
3. Excessive rust on slidout and other parts of unit.
4. Cracked Dash Board.
5. Window frame fell off the wall in bedroom.
6. Rearend of coach is disintegrating on both side.
7. Wall boarder in bathroom is improperly installed.

Additionally, I have never received my OwnerCare Card. I would appreciate an immediate response to this notice to resolve these claims. Should you have questions, please don't hesitate to contact.

Cordially,

[REDACTED]  
cc: Naylor RV's  
Doc Naylor or Ron Fuhs  
8753 E. 40 Highway  
Kansas City, MO 64129



Fleetwood Owner Relations • P.O. Box 59933 • Riverside, CA 92517  
(800) 322-8216 • (800) 294-1642 Fax • [www.fleetwoodrv.com](http://www.fleetwoodrv.com)

July 18, 2003

[Redacted]  
[Redacted]  
Kansas City, MO [Redacted]

Ref: 739817158341, Bounder

Dear [Redacted]

Thank you for contacting us in regards to service for your motor home. For your convenience we have listed below the authorized Fleetwood Service Center nearest your location:

Naylor RV Inc.  
8453 E. Hwy 40  
Kansas City, MO 64129  
816-921-0065

To clarify any misunderstanding prior to scheduling your Bounder for service, please be advised the roof sealants are customer maintenance responsibility. Due to your warranty expiration as of 11-19-02, the compartment door latch service needed is customer pay status. As for the stated rust build up on the slide out assembly and other parts of unit, please have the dealer call in their evaluation if they feel Fleetwood participation is needed.

If we can be of assistance to you in the future, we can be contacted at the toll-free number listed above.

Sincerely,

*Dan Escalera*  
Owner Relations Representative

P.O. Box 300238 Kansas City, MO 64130  
E-mail: kichy@natzer0.net  
Messages: Fax or message (816) 353-1628

W. D. Gilmer

# Fax

*SERVICE MANAGER*  
To: Jim Goodfald / *NAYLOR RV'S, INC* From: [REDACTED]

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Fax: [REDACTED] Pages including cover: 3

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Phone: [REDACTED] Date: July 24, 2003

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Re: Scheduling inspection and repairs for 739817188341 Bounder CC:

Urgent     For Review     Please Comment     Please Reply     Please Recycle

• **Comments**

As per your request please find Fleetwood's letter from Den Excalera directing me to schedule the above referenced motor home for service.

I have also accompanied this fax with a copy of a letter outlining my concerns that was address to Doc Naylor or Ron Fults, July 14, 2003. It is my understanding that the motor home remains under the manufactures three year or 15,000 warranties.

Should you have questions, please don't hesitate to contact me.

Cordially,

[REDACTED]

The instructions included in this manual are intended as a guide, and in no respect extend the responsibilities of the manufacturing subsidiary, parent company or affiliates beyond the standard written warranty as presented in this manual.

All fuel and liquid capacities are approximate and dimensions are nominal. Fleetwood has designed its recreational vehicles to provide a variety of uses for its customers. Each vehicle features optimal seating, sleeping, storage and fluid capacities. The user is responsible for selecting the proper combination of loads to ensure that the recreational vehicle's capacities are not exceeded.

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*Your motor home is covered by one of the most* comprehensive warranty programs in the RV industry. Please refer to the warranty in the front of this manual. It explains your rights and obligations, as well as the rights and obligations of the dealer and manufacturer. Please read this section carefully. You will be better informed in case you have a warranty-related problem, and your dealer will be better able to get you on the road again. If you have any questions about the warranty or what it does or does not cover, please contact your dealer.

## WARRANTIES

The materials in your *Owner's Information Package* contain warranty information and operating instructions on the various appliances and components in your motor home. Warranty registration cards for these items should be filled out and mailed as soon as possible after you take delivery of your motor home. If you do not have operating instructions for a particular appliance or component, contact your dealer.

## **Introduction**

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You will automatically receive an *Ownercare Card* several weeks after the delivery receipt is received from your selling dealer. This card is imprinted with your name, the motor home serial number, and manufacturing subsidiary location. If your motor home ever needs warranty service, present this card to the dealer, or have it available when contacting a Fleetwood service center.

The motor home has been thoroughly inspected before shipment. *Your dealer is responsible for performing a complete predelivery inspection of the motor home as specified in the Ownercare delivery checkout.*

As a part of the predelivery inspection procedure, the dealer is responsible for road testing the motor home, noting and correcting any steering problems before delivery.

*Fleetwood and its subsidiaries will not be responsible for front end alignment after this predelivery inspection is done.*

You should return your motor home to the selling dealer for warranty service. If this is not possible, you may contact any other authorized Fleetwood motor home dealer. The service department at any of the locations listed at the back of this manual can help you find a dealer in your area.

If you have a warranty or service concern about the chassis portion of your vehicle please be aware that you may go directly to an authorized chassis dealer for service. This may save you time and effort as the chassis warranty is administered by the chassis manufacturer. Consult your area phone directory for an authorized dealer and make arrangements with their service department. If you are unsure if the concern is chassis related, feel free to contact your Fleetwood dealer to assist you.

If, for some reason, a problem is not handled to your satisfaction:

1. Discuss any warranty-related problems directly with the manager and/or owner of the dealership, giving them an opportunity to help the service department resolve the matter for you.
2. If a problem arises that has not been resolved to your satisfaction by your local dealer, contact the Fleetwood Service Center. The locations are listed in the back of this manual. Please contact the one nearest you.
3. We sincerely believe that your dealer and the factory representative will be able to solve any problem which might arise. If their combined efforts are not satisfactory, please send a letter describing the circumstances to:

**Fleetwood Enterprises, Inc.  
Motor Home Division  
PO Box 7638 Riverside, CA 92513-7638**

Please include the brand name and serial number of your motor home. The serial number is located on the identification tag next to the entry door, and on your warranty card.

4. If you wish to call for assistance, please use this toll-free telephone number:

**(800) 322-8216**

There may be times when your motor home will need repairs or parts while you are on the road. If your motor home is repaired by a non-authorized repair facility (non-Fleetwood dealer), be sure to save receipts and especially any parts that are replaced. These parts will usually have to be returned to your dealer before you can be reimbursed for their cost.

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If you need service or warranty information, please see the booklets and other documents included in your *Owner's Information Package*. When contacting any of the equipment manufacturers, always have the model and serial numbers available. Appliance identification numbers will be found on tags or plates attached to the appliance.

**WARRANTY  
SERVICE**

# LIMITED ONE-YEAR/THREE-YEAR WARRANTY

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**For Motor Homes Manufactured by subsidiaries of Fleetwood Enterprises, Inc.,  
sold in the United States and Canada**

Your new motor home, including the structure, plumbing, heating electrical systems, all appliances and equipment installed by the manufacturer, is warranted under normal use to be free from manufacturing defects in material or workmanship. Defects or damage to paint, graphics, exterior materials, upholstery or other appearance items that may occur prior to delivery are usually corrected during the inspection process at the manufacturing plant or at the dealership.

## COVERAGE PROVIDED

The warranty extends to the first retail purchaser and his transferee(s) and begins on the date of original retail delivery or the date the motor home is first placed into service as a rental, commercial or demonstrator unit (whichever occurs first). The warranty extends for the following periods:

1. For all defects (other than structural) the warranty extends for a period of one year from such date or until the unit has received 15,000 total miles of use as determined by the mileage shown on the odometer (whichever occurs first).
2. For structural defects, 3 years; structural defects are limited to the following: roof structure, sub-floor structure, exterior walls, interior walls and ceilings.

Written notice of defects must be given to the selling dealer or manufacturer not later than ten (10) days after the expiration of the warranty period.

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The owner is responsible for normal maintenance as described in the *Owner's Information Package*; however, minor adjustments (such as adjustments to the interior or exterior doors, LPG regulator pressure, cabinet latches, TV antenna control, etc.) will be performed by the dealer during the first 90 days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance unless required as a direct result of repair or replacement of a defective part under this warranty.

## OWNER'S OBLIGATIONS

If a problem occurs which the owner believes is covered by this warranty, the owner shall contact the selling dealer, or the Fleetwood Service Center, giving sufficient information to resolve the matter. The owner shall deliver the motor home to the dealer or the Fleetwood Service Center location for warranty service.

## WARRANTY

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By agreement with the manufacturer, the dealer is obligated to maintain the motor home prior to retail sale, to perform a detailed predelivery inspection and to repair or replace any parts necessary to correct defects in material or workmanship.

### DEALER'S OBLIGATIONS

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If the dealer is unable or unwilling to resolve a problem which the owner is convinced is covered by the warranty, the owner should contact the Fleetwood Service Center at the address listed below and provide the Fleetwood Service Center with a description in writing of the problem and attempts made to resolve it.

### WHEN THE DEALER DOES NOT RESOLVE THE PROBLEM

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Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, the Fleetwood Service Center will repair or replace any parts necessary to correct defects in material or workmanship or will take other appropriate action as may be required.

### MANUFACTURER'S OBLIGATIONS

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**This warranty does not cover:**

1. The automotive chassis system (including the chassis and drive train), tires and batteries, which are covered by the separate warranties of the respective manufacturers of these components.
2. Defects caused by or related to:
  - a. Abuse, misuse, negligence or accident;
  - b. Failure to comply with instructions contained in the *Owner's Information Package*;

### WHAT IS NOT COVERED BY THIS WARRANTY

## WARRANTY

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  - b. Failure to comply with instructions contained in the *Owner's Information Package*;

### WHAT IS NOT COVERED BY THIS WARRANTY

## **WARRANTY**

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- c. Alteration or modification of the motor home;
  - d. Environmental conditions (salt, hail, chemicals in the atmosphere, etc.)
3. Normal deterioration due to wear or exposure, such as fading of fabrics or drapes, carpet wear, etc.
  4. Normal maintenance and service items, such as light bulbs, fuses, wiper blades, lubricants, etc.
  5. Motor homes on which the odometer reading has been altered.
  6. Transportation to and from dealer or Fleetwood Service Center location, loss of time, inconvenience, commercial loss, loss of use, towing charges, bus fares, vehicle rental, incidental charges such as telephone calls or hotel bills, or other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.**

**The manufacturer is not responsible for any undertaking, representation or warranty made by any dealer or other person beyond those expressly set forth in this warranty.**

### **For Customer Service assistance, contact:**

Fleetwood Motor Home Service  
PO Box 5700  
Riverside, CA 92507  
(800) 322-8216