



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 100145

Date Received

2003 AUG 22 AM 9:28

16-JUL-2003

Repository ☐

Reference No.
10029376

OWNER INFORMATION (Type or Print)

Name

Address

City

VISALIA

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorized signature or address to the vehicle manufacturer.

Signature of Owner _____ Date 8/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number (VIN) is located on the bottom of the front left hand side of the vehicle.
VIN: 1M0K322100001160

Make
FLEETWOOD

Model
WILDERNESS

Model Year
2001

Date Purchased
8/15/02

Dealer's Name and Telephone Number
VISALIA R V SALES

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
VISALIA

State
CA

Zip Code
93291

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

161000 STRUCTURE:FRAME AND MEMBERS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
19-JUN-2003

Failure Mileage
6000

Failure Speed

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: DOTM19ABC036)

☐ Original Equipment
☐ 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 Systems

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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).

CONSUMER STATES VEHICLE'S FRAME BROKE ENABLING THE CONSUMER TO OPERATE. DEALER NOTIFIED. *AK THE CURBSIDE REAR SPRING HANGER BRACKET BROKE LOOSE FROM TRAILER FRAME WHILE TRAVELING. STOPPED IN NORTH LITTLE ROCK, AR. WHERE FLEETWOOD DEALER SERVICE REPAIRED IT AT RV SIGHT AND STATED FRAME WAS TWISTED AND UNSAFE TO TRAVEL BEFORE REPAIRS. RETURNING HOME TO CA., DEALER HAD TRAILER INSPECTED AND MANY MORE CRACKS WERE FOUND AND THE REAR AXLE WAS SEPERATING FROM FRAME. IT WAS DELIVERED TO FLEETWOOD, IN RIALTO, CA. WHERE MAJOR REPAIRS WERE DONE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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.

copy

Fleetwood RV
145 S. Beach
Rialto, Ca. 92377
Gentlemen,

July 18, 2003

On August 15, 2002 we purchased your 2001 Wilderness 5th wheel, 24 foot travel trailer, serial number 1ED5C242210921163, from our local dealer, Visalia RV Sales. We drove it off the lot on August 21, 2002, looking forward to many years of use. We have been greatly disappointed.

After our first trip many things were fixed or adjusted as requested and our other trips, that were to local areas went very well. It is our last trip that took us many miles across the United States that our BIGGER problems showed up.

We left Nashville, Tn. on June 16, 2003 and arrived at the RV Park in North Little Rock, Ar. and as we began to set up it was discovered that there was a problem with the wheels on the curbside of the trailer. It was discovered that a part had broken loose, keeping the tires in line. (They were about a quarter to a half inch apart.) Realizing this was not safe, the next morning we contacted a Fleetwood/Wilderness dealer in town. After describing the problem, he sent out one of his repairmen to evaluate the problem. He reported it was not safe to pull it to the dealer for repairs and the next day, June 19, 2003 the repair was done at our RV Park site. And that was only after we said we would pay for the repairs ourselves, because after calling all the phone numbers and speaking to several representatives, they would not give authorization for payment even though our warranty had not expired. As of this date we have not been reimbursed for these repairs in the amount of \$246.73.

After returning to Visalia, on June 25, 2003, we contacted our dealer and gave him the information about our problem with the wheels along with a list of other items that had broken or did not work. On June 30, 2003 we returned the Wilderness 5th wheel to the dealer because it was stated that it would be taken back to the manufacturer in Rialto, Ca. to be inspected. On July 15, 2003 after contacting the dealer, we were informed that it was still in Visalia, being checked by a local business that does welding and repairs. Also that many cracks in the frame were discovered.

As you may suspect by now, we are very unhappy about this situation. Not only was our safety at jeopardy and the vehicles around us while we were pulling this trailer. Also our plans for more vacations this summer have been greatly reduced without our recreational vehicle. The ONLY way this matter can be resolved is a full refund of the purchase price.

We are anxiously waiting for this matter to be resolved.

[REDACTED]
[REDACTED]
[REDACTED] Visalia, Ca. [REDACTED]
[REDACTED]

ENCLOSURES: (4)
COPIES TO: FLEETWOOD CUSTOMER SERVICE
VISALIA RV SALES
FLEETWOOD ENTERPRISES INC.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**