



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 100147

Date Received

Repository ☐

2003 JUL 22 11:22

Reference No.
10031489

OWNER INFORMATION (Type or Print)

Name

Address

City

ROSEVILLE

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 your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

VIN 1EC52424216859959

Make

FLEETWOOD

Model

PROWLER

Model Year

2002

Date Purchased

5-5-02

Dealer's Name and Telephone Number

Don Gamel (916) 632-7200

Engine

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Rocklin

State

CA

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

106000 POWER TRAIN/AXLE ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)

24-JUL-2003

7-21-03

Failure Mileage

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: DOTM19ABC336)

☐ 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 System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

ii

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

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 STATED WHILE DRIVING AND WITH NO WARNING LEFT AXLE SNAPPED, CAUSING VEHICLE TO ROLL BACKWARDS. DEALER NOTIFIED.*AX

metal tore (frame).
Axle did not snap. Hanger that holds
spring & axle together nearly tore loose
from frame, causing rear axle to move
out of alignment (see attachment).

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.

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

The left rear hanger that holds spring and axle in position was torn loose from the frame. It tore loose above the weld on the hanger, to $\frac{1}{4}$ inch of breaking all the way through.

The welder (ft. Bragg) said the material was too skimpy.

If my brother-in-law, following us, hadn't seen the wheels malfunctioning out of alignment, with aberrant motion, there would have been a catastrophe.

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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

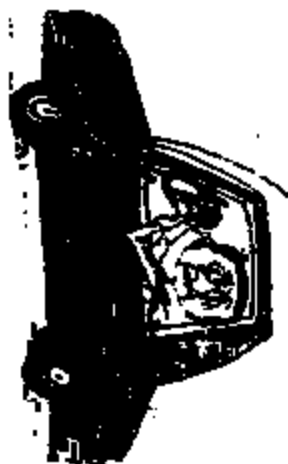
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov

[REDACTED]
Roseville, CA [REDACTED]
July 24, 2003

Fleetwood Enterprises, Inc.
RV Marketing
P.O. Box 7638
Riverside, CA 92513-7638

Dear Sir:

This complaint is **SERIOUS**. If we had traveled alone this time, we could have had the most severe catastrophe!

My brother followed us on our trip to the northern CA coast, and observed the abnormal placement and function of the wheels on our 24 ft. 5th wheel Prowler Lynx North Edition. We purchased this new from Dan Gamel, Rocklin, in '02, VIN: IEC5C2424215859953.

It was discovered that the left side hanger that holds the spring, behind the back tire, was torn loose from the frame, which left the axle move out of position. The weld held but the metal tore above the weld. We had to call a welder from Fort Bragg, 20 miles away, to make temporary repairs, with his portable welder.

It's obvious that the metal frame that the hanger was attached to was too thin for the job, which was verified by the very skilled welder, who commented that the material was too skimpy.

That section behind the wheels should be made strong enough that lives can be secure. A severe lawsuit could have ensued. We've had so much trouble with this trailer—ask Dan Gamel's—that I hate it and don't feel secure with it. And it's cost is plenty, for your skimping.

Sincerely,

[REDACTED]



Fleetwood Enterprises, Inc.
Travel Trailer Division Customer Affairs
3030 Myers Street, P.O. Box 7038
Riverside, California 92513-7638
(800) 445-3307
(909) 353-7040 FAX

Travel Trailers • Fifth Wheels • Truck Campers • Park Trailers

July 30, 2003

[REDACTED]
Roseville, CA [REDACTED]

Reference: 015-85953

Dear [REDACTED]:

We have received your July 24, 2003, letter addressed to RV Marketing here at Fleetwood Enterprises, Inc., regarding your 2001 Wilderness fifth wheel. After reading your letter, we feel that our manufacturing plant service center is in the best position to assist you.

Service administration is the responsibility of each individual manufacturing plant; we are forwarding your letter to Mr. Craig Biazio, Service Manager at Fleetwood Travel Trailers of California, Inc., P.O. Box 810, Rialto, CA 92376, telephone (800) 732-8331. Mr. Biazio will review your letter and have an associate contact you directly with any additional assistance that may be available to you.

We apologize for the problems and inconvenience you described in your letter. We are certain our service associates at our Rialto service department will be very helpful in working with you and your dealer on any unresolved issues with your fifth wheel. Notwithstanding, we appreciate you writing, as we believe our customers' satisfaction is of the utmost importance.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Robert Olson
Service Administrator
RV Towable Group

RO:em

cc: Craig Biazio, Service Manager/Rialto #15



Fleetwood Travel Trailers of California, Inc.
146 S. Larch Avenue, P.O. Box 810
Rialto, California 92377
(800) 874-2223
(909) 874-5570 (Fax)

July 29, 2003

[REDACTED]
Roseville, CA [REDACTED]

RE: 15-85953

Dear [REDACTED]

We are writing in response to the most recent letter that we received on August 4, 2003 regarding the spring hanger problems you are having with your 2002 Prowler Lite 5th Wheel model 24 5C.

Thank you for taking the time to write and express your concerns. Whenever areas of design and manufacturing are of concern to our customers every effort is made to share the information with the proper departments for quality review.

We apologize for the concerns that you have mentioned and understand the frustration they can cause. With that in mind, we have forwarded your letter to our departments of manufacturing, design, and marketing for their information. They will review your concerns and take appropriate steps where necessary to improve our products and services.

We want to thank you for personally taking care of some of those concerns. If you have any additional concerns, we recommend that you contact your selling or servicing dealer for an appointment to make corrections where necessary.

Thank you for letting us know how we can be of help. Please let us know if you have any questions or require additional information.

Sincerely,

Jacy Young

Customer Service Representative
Fleetwood Travel Trailers Inc.

CC: Department of Manufacturing and Design
RV Towable Group

**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).**