



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 1387

Date Received

Repository

2003 DEC 16 5:40 PM '07

Reference No.

10046412

OWNER INFORMATION (Type or Print)

Name

Address

City

BEND

State OR

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.)

Signature of Owner

Date 1/1

VEHICLE INFORMATION

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

3FCNF53S1XJA32849

Make

FLEETWOOD

Model

PAGE ARROW

Model Year

1999

Date Purchased

10-99

Dealer's Name and Telephone Number

Dan Gabriel R.V. Fresno CA

Engine

No. Cylinders

10

Fuel Type:

GAS

Original Owner

Dealer's City

FRESNO

State

CA

Zip Code

Transmission Type

Auto

Anti-lock Brakes

Cruise Control

Powertrain

Ford

Vehicle Component Code

131000 VISIBILITY:WINDSHIELD

Multiple Failure: 1 Windshield is a two piece - & both broke

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

7-3-03

Failure Mileage

13000

Failure Speed

55 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM19A8C036)

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(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

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).

WHILE DRIVING ON THE HIGHWAY A BREEZE CAUSED WINDSHIELD TO DEVELOP STRESS CRACKS AT THE CORNERS. AS A RESULT, THE BREEZE BLEW SMALL PIECES OF GLASS INTO THE CABIN OF THE VEHICLE. DEALERSHIP INDICATED THAT NO SEALANT WAS PUT ON THE WINDSHIELD CORNERS AT THE FACTORY. THE OCCUPANTS WERENT INJURED. *AK

see Attachment "A"

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.

November 18, 2003

2003 DEC 18 04 11: 58

Attachment A

To whom it may concern:

Dear Sirs:

I was filling in the generic questionnaire you sent to me through the mail after I called and requested help with getting a response from Fleetwood Motor Homes in regards to the front window of my motor home breaking and caving in while I was traveling. There were some errors on the form in which I would like to make corrections and clarifications on. The window in the model of Fleetwood I own has a two-piece front window. While traveling a gust of wind blew in both front windows about four inches at the top of each window where they connect to the body of the motor home at the roof cap. The glass company I had repair it stated "the roof cap seemed to be loose and was unable to support the windows" and "there was no kind of sealant or glue of any kind located anywhere on either Window. (See an enclosed letter)

This incident resulted in both front windows to cave in and break causing fragments and small, fine shards of shattered glass to be sprayed in my face and on my person. I was fortunate in the fact I was wearing sunglasses so I did not get any glass in my eyes and there was no other oncoming traffic due to my swerving caused by the shock.

I do feel that this is a serious and potentially hazardous structural flaw in the window design of this model. I have an acquaintance who works in the service department at a RV dealership and he has informed me that this exact problem has happened before and happens quite frequently to this particular model. He stated that this does happen on occasion but Fleetwood does not feel is a major problem or concern or happens often enough to justify them covering any warranties or guarantees. Fleetwood states they do not feel there is a problem or any thing abnormal and nothing needs to be done. Fleetwood also stated that if it did not happen in the first 13,000 miles they feel they have no obligation to repair or fix the problem and feel they are not responsible for any damages.

I appreciate your immediate response and concerns with this matter.

Thank you



Contact Us**FLEETWOOD RV®**

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Dealer Motor Homes

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Travel Trailer
and Fifth Wheel

Truck Campers

Folding Trailers

Dealer Services

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RV Dealer Services

RV Parts

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Your Online Resource for Customer Service

In order to route your question most efficiently, please select the Category and Division to which it applies:

DIVISION

- Warranty Services
 Parts
 Dealer Issues
 Chassis

CATEGORY

- Motor Homes
 American Coach
 Travel Trailers and Truck
Campers
 Folding Trailers

E-mail address:

[REDACTED]

Name:

[REDACTED]

Address:

[REDACTED]

More Address:

[REDACTED]

City:

Bend

State: Or

Zip:

[REDACTED]

Country:

[REDACTED]

Telephone:

[REDACTED]

Fleetwood Serial Number:

777sx465971

Chassis V.I.N.:

3fcnf53sbja32849

Year, Make and Model:

1999

Selling Dealer:

Dan Gernel

Current Location:

Fresno, Ca.

having the windshields blow in on me and breaking. I noticed that there was a error in the letter. I inadvertently left out a key word. The sentence should have read as follows. (And why were they not sealed in.) I had omitted the word not. Please make this correction in my letter to you. Mike Mulrooney

Contact Us**FLEETWOOD RV®**

Name:

Your Online Resource for Customer Service

E-mail:

In order to route your question most efficiently, please select the Category and Division to which it applies:

Last Name:

DIVISION

- Warranty Services
 Parts
 Dealer Issues
 Chassis

CATEGORY

- Motor Homes
 American Coach
 Travel Trailers and Truck Campers
 Folding Trailers

First Name:

Company Name:

Phone Number:

Fax Number:

E-mail Address:

Product Line:

Product Model:

NEEDLES + INFO

Unit to be Deleted

By Pictures

Contact Us

Chassis Manual

Windshield Fleetwood

Painting

Painting Only

Fleetwood RV Store

New RVs

Pre-owned RVs

Fleetwood.com

RV DEALERS

Dealers Only

E-mail address:

Name:

Address:

More Address:

City:

Bend

State: Or Zip:

Country:

Telephone:

Fleetwood Serial Number:

7776x465971

Chassis V.I.N.:

3fcm7536xja3284B

Year, Make and Model:

1999

Selling Dealer:

Dan Gamel

Current Location:

Fresno, Ca.

Enter your question here. I recently sent you a letter about problems with my coach and having the windshields blow in on me and breaking. I noticed that there was a error in the letter. I inadvertently left out a key word. The sentence should have read as follows (And why were they not sealed in.) I

Send **Reset Form**

From: [REDACTED]
To: [REDACTED]
Date: Tuesday, moSeptember0522920032002 8:45 AM
Subject: Claim

Policy # [REDACTED]

Sirs, I am writing to you about a recent claim I made for my motorhome and the repairs made to it. I am specifically talking about the replacement of two windshields and the cause of the damage. I was driving down the Columbia River and there came a gust of wind and both windshields came in towards me and showered me with some fine shards of glass. If I had not had on my sunglasses, I probably would have gotten broken glass in my eyes. And I don't know what would have happened then.

My reason for writing to you is that after the repairs were made and I found out from the glass shop that there was no sealant around windows or the roof cap and that the serviceman making the repairs said that the cap was also loose and he could move the cap 3 to 4 inches.

I therefore have come to the conclusion that the Fleetwood motorhome Co was negligent in seeing that the proper installation of the windshields was done so as to make it safe to drive. I think that this is not a deductible loss, but a case of sloppy workmanship.

I would like to have your input in this matter as I intend to try to make Fleetwood reimburse for the cost of the windshield replacement, to you and the deductible, to me, that I had to pay.

I also am going to try to have the claim removed from my acct. as I don't think it should be listed as a comprehensive loss on my part.

Please contact me on this matter as I would appreciate your help and input. Thank You, [REDACTED]
[REDACTED]

Attn: Alex

Cell# [REDACTED]

BREAK AWAY GLASS CO.

20584 Painters Street
Bend, Or 97701
(541) 382-2500

FAX - 877-544-5277

August 11, 2003

Break Away Glass Co. installed both windshields on [REDACTED] 1999 Pace Arrow motor home on August 6, 2003. We noticed that the top frame, which is fiberglass, did not seem firm enough to hold the windshield in properly. We glued both sides of the rubber to make sure Mr. Mulroony would be safe. It is my opinion that the top frame is not right and that something needs to be done.

Sincerely,

Allen Mahaney
Owner



Insd -
Cell#

[REDACTED]

10/6/03

Zip: [REDACTED]

Country: usa

Telephone: [REDACTED]

Fleetwood Serial Number: 777xx4765971

Chassis V.I.N.: 3fonf53alxja32849

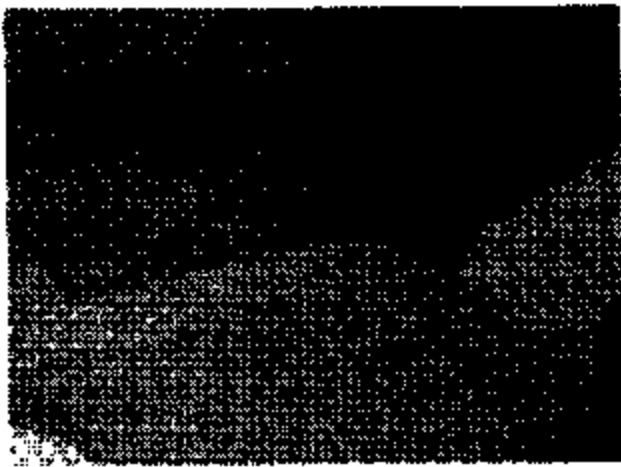
Year, Make and Model: 1999 Pace Arrow 37s

Selling Dealer: Dan Gamel, Fresno, Ca.

Current Location: [REDACTED] Bend ,Or.

Question: Enter your question here.I recently had a severe problem with my coach.As I was driving a gust of wind blew in both windshields and showered me with some fine shards of glass.I turned this in to my ins. company and had the windshields replaced after paying my deductible. I then found out from the glass shop serviceman that there was not a bit of any kind of sealant holding in the windows.He also stated that the roof cap was loose and he could move it three to four inches. I contacted a fellow at Fleetwood by the name of Grant and after talking to him , took the coach in to have it inspected. The folks that did the inspection said that braces or brackets were in place and that they took photos of it , but I cannot get the pictures they took of it. I have asked them twice! I am not sure that they are in there or why window blow in on me?And why were they sealed in? I will expect a prompt reply and have you explain this to me. [REDACTED]

I am also looking for the digital photos I was promised when you did the inspection on my RV. [REDACTED]



DRIVER SIDE LOWER CORNER

THIS PHOTO WAS TAKEN AT R.V. DEALER
& I DON'T KNOW WHAT IT IS SUPPOSED TO
SHOW. THE PROBLEM IS AT THE TOP OF
WINDSHIELDS.



From: Fleetwood MH Service <fleetwoodmhservice@fleetwood.com>
To: [REDACTED]
Date: Monday, moSeptember05152920032002 2:13 PM
Subject: RE: [REDACTED]

Here is the response we had previously sent you on 9/10/03:

Dear [REDACTED]

We are writing in response to your recent request for information. We appreciate the opportunity to assist you.

We have reviewed our records and do show your last contact having been with Grant. He had advised of two different dealerships so we are not sure which one you had gone to. We also do not have record of the dealership calling in to report what they found during their evaluation.

Please have the dealership contact our dealer technical department (they will have the phone number long as they are an authorized Fleetwood dealership) or you can contact one of our call center representatives at (800) 322-8216 to provide further information and to advise what the evaluation concluded.

Thank you once again for allowing us the opportunity to assist you.

Sincerely,
Rebecca Pau
Customer Service Representative
Fleetwood Motor Homes

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-----Original Message-----

From: [REDACTED]
Sent: Sunday, September 14, 2003 3:33 PM
To: Fleetwood MH Service
Subject: RE: [REDACTED]

> [Original Message]
> From: Fleetwood MH Service <fleetwoodmhservice@fleetwood.com>
> To: [REDACTED]
> Date: 9/14/2003 10:47:53 AM
> Subject: RE: [REDACTED]
>
> Dear [REDACTED]
>

> We are writing in response to your recent email. We appreciate the -
> opportunity to assist you.=20
>
> We do not show we have received a letter from you. We have documented =
> your file to reflect your request. When the letter arrives the =
> associate it is assigned to will review your history and see your =
> request.=20
>
> If we can be of any further assistance, please contact us at our =
> toll-free number, (800) 322-8216.
> =20
> Thank you once again for allowing us the opportunity to assist you.=20
> =20
> Sincerely,=20
> Rebecca Pau
> Customer Service Representative
> Fleetwood Motor Homes
> =20
> ** Confidentiality Notice: This email and any files transmitted with it =
> are confidential and intended solely for the use of the individual or =
> entity to which they are addressed. If you have received this e-mail in =
> error, please notify the sender by e-mail. If you are not the intended =
> recipient, you may not copy, disclose, or distribute this message or its =
> contents to any other person and any such actions may be unlawful. **
> *****
>
>
> -----Original Message-----
> From: [REDACTED]
> Sent: Thursday, September 11, 2003 7:46 PM
> To: Fleetwood MH Service

> Subject: [REDACTED]
>
>
> Division: Chassis
>
> E-mail address: [REDACTED]
> Name: [REDACTED]
> Address: [REDACTED]
> More Addrees:=20
> City: Bend
> State: Or
> Zip: [REDACTED]
>
> Country: u
> Telephone: [REDACTED]
> Fleetwood Serial Number: 777ax465971
> Chassis V.I.N.: 3fcnf53mlxja32849
> Year, Make and Model: 1999
> Selling Dealer: Dan Gamel
> Current Location: Fresno, Ca.
> Question: Enter your question here.I recently sent you a letter about -
> problems with my coach and having the windshields blow in on me and -
> breaking. I noticed that there was a error in the letter. I -
> inadvertently left out a key word. The sentence should have read as -
> follows.(And why were they not sealed in.) I had omitted the word not. =
> Please make this correction in my letter to you. [REDACTED]
I don't know why you didn't get my letter, but here it is again.
I was traveling down the Wa. side of the Columbia river and a gust of wind
blew in both front windshields and showered me with some shards of glass
from the inside of the laminated windshield.I took the coach to a glass
shop and had the glass replaced. The service tech. said that he didn't see
any kind of support for the roof cap and that it was loose and that there
was no sealant of any kind on the window side or on the coach side of the
rubber seal.They sealed both sides with a sealant.I did not know this until
I went to pick up the coach. I paid a deductable to have the glass

replaced, but I am thinking that this is a Flatwood problem and responsibility . I did talk to a Rep. (Grant) and I had to have the coach inspected to see if the bracing was in place. The report from the auth. Dealer said it was and I have a copy of that report.This is about what my first letter stated.

I am now concerned that this motorhome may not even be safe to travel down the hiway.I am sure that if I had not of had my sunglasses on, I may have gotten some of that fine glass in my eyes and who knows what would of happened then.I am hesitant to take this unit out my yard at this time.Please let me know what Flatwood wants to do about this problem. [REDACTED]

BIG COUNTRY RV, INC
3190 N HWY 97
REDMOND OR
USA
97756
541-548-5254

SHOP WORK ORDER # 2222

Completed: Customer: 5845 - [REDACTED]
Invoice #: Address: [REDACTED]
Author: KW BEND, OR
Stock No: [REDACTED]
Year/Make: 1999 MA FLEETWOOD PACE Home Phone: [REDACTED]
Model: 37S Work Phone: [REDACTED]
Serial No: 777SX4765971 Purchase Date:
Chassis No: 3FCNF53S1XJA32849 Date In: 22 AUG 03
Mileage: 14005 Promise Date:
Key No: 756 Schedule Date:
Location: IN HOUSE License No:
Regn No: Trim:
Warr. Date: Promise Time:

Job # Description WORK REQUIRED Type

1 PER CUSTOMER GRANT AT FLEETWOOD ← E - 0.00

APPROVED 1.50 HOURS FOR INSPECTION
CUSTOMER WAS DRIVING WHEN GUST OF
WIND CAME UP AND BLEW IN WINDSHIELD.
THE TOP OF WINDSHIELD, BOTH SIDES,
TOWARDS CENTER OF COACH WENT INSIDE
ABOUT 4" - 5", AND CRACKED WINDSHIELD.
CUSTOMER HAD IT REPLACED BY GLASS SHOP.
THEY SAID THERE WAS NO SEALANT USED ON
THE WINDSHIELD GLASS AND TOP CAP, ALSO
COULD NOT SEE BRACING FOR TOP CAP AND
CAP WAS LOOSE.

PLEASE PERFORM INSPECTION AND ADVISE
JASON OF NEEDED REPAIRS.
IT LOOKS LIKE THE GLASS SHOP ADDED
SEALANT AND CLIPS. TECH PULLED ALL
COVERS AROUND WINDSHIELD AND FOUND 4
GLASS BLOCKS AT TOP OF WINDSHIELD AND
2X2 METAL SUPPORT BRACES AT DASH. NO
PROBLEMS FOUND WITH STRUCTURE OF FRONT
CAP.
INSPECTION COMPLETE
CUSTOMER IS GOING TO TRY TO GET
REIMBURSED FROM FLEETWOOD FOR GLASS
WORK DONE
Job Status: C

Work Order : 2222.

Customer Signature: _____

Date: _____

I hereby authorize the repair work hereinafter set forth to be done along with t and agree that you are not responsible for loss or damage to the vehicle or arti in case of fire, theft or any other cause beyond your control or for any delays of parts or delays in parts shipments by the supplier or transporter. I hereby employees permission to operate the vehicle herein described on streets, highway purpose of testing and/or inspection. An express mechanic's lien is hereby ackn to secure the amount of repairs thereto.

Upon notification of completion of service, vehicles not picked up within 10 day \$20.00 per day storage fee.

The seller, hereby expressly disclaims all warranties either expressed or implie warranty of merchantability or fitness for a particular purpose, and neither ass person to assume for it any liability in connection with the sales of said produ

;

From: Fleetwood MH Service <fleetwoodmhservice@fleetwood.com>
To: [REDACTED]
Date: Wednesday, moSeptember05102920032002 7:18 AM
Subject: RE: [REDACTED]

Dear [REDACTED]

We are writing in response to your recent request for information. We appreciate the opportunity to assist you.

We have reviewed our records and do show your last contact having been with Grant. He had advised of two different dealerships so we are not sure which one you had gone to. We also do not have record of the dealership calling in to report what they found during their evaluation.

Please have the dealership contact our dealer technical department (they will have the phone number long as they are an authorized Fleetwood dealership) or you can contact one of our call center representatives at (800) 322-8216 to provide further information and to advise what the evaluation concluded.

Thank you once again for allowing us the opportunity to assist you.

Sincerely,
Rebecca Pau
Customer Service Representative
Fleetwood Motor Homes

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-----Original Message-----

From: [REDACTED]
Sent: Thursday, September 04, 2003 9:39 PM
To: Fleetwood MH Service
Subject: [REDACTED]

Division: Warranty

E-mail address: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
More Address:
City: Bend
State: Or
Zip: [REDACTED]

Country: usa
Telephone: [REDACTED]
Fleetwood Serial Number: 777wx4765971
Chassis V.I.N.: 3fonf53n1xja32869
Year, Make and Model: 1999 Pace Arrow 37s

Selling Dealer: Dan Gamel, Fresno, Ca.

Current Location: [REDACTED] Bend, Or.

Question: Enter your question here. I recently had a severe problem with my coach. As I was driving a gust of wind blew in both windshields and showered me with some fine shards of glass. I turned this to my ins. company and had the windshields replaced after paying my deductible. I then found out in the glass shop serviceman that there was not a bit of any kind of sealant holding in the windows. He also stated that the roof cap was loose and he could move it three to four inches. I contacted a fellow at Fleetwood by the name of Grant and after talking to him, took the coach in to have it inspected. The folks that did the inspection said that braces or brackets were in place and that they took photos of it, but I cannot get the pictures they took of it. I have asked them twice! I am not sure that they are in there or why window blow in on me? And why were they sealed in? I will expect a prompt reply and have you explain this to me. [REDACTED]

**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).**