



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

2004 FEB 19 AM 10
09-DEC-2003

Repository ☐

Reference No.
10050281

OWNER INFORMATION (Type or Print)

Name

Address

City HOLLAND

State PA

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, your name or address to the vehicle manufacturer.

Signature of Owner

Date 2-19-04

VEHICLE INFORMATION

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

4UZAHAB59CK87172

Make

FLEETWOOD

Model

REVOLUTION

Model Year

2003

Date Purchased

9-27-02

Dealer's Name and Telephone Number

MEGA CHIPPING CTR. 815-882-1945

Engine:

No. Cylinders

6

Fuel Type:

"D"

Original Owner

Dealer's City

1651 RT. 302 HATFIELD

State

PA

Zip Code

19440

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

182900 STRUCTURE: BODY: ROOF AND PILLARS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

10000

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: DOTM18ABC036)

☐ 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

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).

THE ALUMINUM RIVETS THAT HOLD THE ROOF RAILS ARE STRETCHING. AS A RESULT, WATER RUNS DOWN THE WALLS AND INTO THE COACH. THIS COULD RESULT IN MILDEW OR MOLD DEVELOPING ON THE WALL, WHICH COULD MAKE THE OCCUPANTS SICK. DEALERSHIP IS PROVIDING NO ASSISTANCE. THERE IS A MANUFACTURER'S PRODUCT UPGRADE PROGRAM FOR THIS ISSUE. THE PROGRAM IS TO REPLACE THE ALUMINUM RIVETS WITH SCREWS. *AK

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.

FLEETWOOD MFG. CO.

They said they would call us at Comfort Motor Inn on what they were going to do about the water leaks. Never heard from them, so we visited them on Monday 12/08/03 11:15 am and they said they found no signs of water leaks after water testing coach. How they came to this decision is beyond me after receiving pictures and verbal verification from Neil and Eric at Media Camping. Plus the time we spent with Erik upon our arrival. The inside wall in bedroom next to TV already showed signs of warping on right side. The water on left side leaked onto rug in front of bedroom closet. The walls in the bathroom and kitchen leaked down onto floor. The ceiling above the slide out area leaked as well.

They said that they removed screws from bottom of walls and saw no signs of leaks. Since there are no screws at bottom of walls inside or outside, pat and I thought we were going blind and deaf we left without saying a word. On 12/09/03 after calming down, I returned to factory and calmly spoke to Erik and Mike. They insisted there was no water in walls. I told them that they would have to remove a panel in order for them to show me that the walls are not wet. On 12/11/03 Eric called to apologize and tell us they pulled a wall panel and found MOLD and MILDEW in walls. They now are prepared to REPLACE the walls, and check the floors to ensure us that our MOTOR HOME would be safe to be in while traveling.

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1/29/2004

They loaned us another REVOLUTION MOTOR HOME to leave with , as they were closing 12/19/03 to 01/05/04 for vacation and repairs will be completed some time in late JANUARY 04. On 12/12 /03. We marked the walls with a blue marker pen. This will enable us to verify that they did as promised. We now removed some of our belongings, then loaded all we had at the motel back into loaner MOTOR HOME . 12/13/03 We returned to Penna. And stayed at our daughters home for the rest of December, Left for Florida on 12/31/03.

My health in September 2003 became very bad . The doctors said I now have a severe case of Asthma. He prescribed ADVAIR twice a day. Since we no longer live in our MOTOR HOME and are not exposed to mold and mildew my condition has improved somewhat . We have now been breathing this CONTAMINATED air since November 2002.

Our concern now is a matter of HEALTH. How can we be sure that all MOLD and SPORES are no longer in the rugs, bed coverlet, pillow shams, Valances, sofa, mattress, and air ducts. We now feel that Fleetwood Mfg Co. should refund all of our Monies spent toward the purchase of this MOTOR HOME . I have reported this matter to the National Highway Traffic Safety Administration. I tried to reach Fleetwood Customer Owner Relations Ms. Tina Inkrote the Service Adm. I was told that she only handles recall complaints that are of a mechanical safety defect and since Fleetwood does not believe this to be a SAFETY HAZARD I could not speak to her.

As we continue our travels and meet other REVOLUTION owners we confer about these problems. One owner had the so called UPGRADE completed and it was still leaking into there coach . Others were told that the water was coming into the coach from the chassis rails. They tried that one on us as well. Others we talked too had never looked for water on there walls inside the coach. The loaner we have shows signs of water and rust in the basement , and water leaks in bathroom area between the medicine cabinet and shower stall at the roof line.