

10110836

2004 DEC 21 AM 9:38

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01 400 7th Street SW
Washington DC 20590

December 7, 2004

To Whom It May Concern:

Attached is a copy of the letter I sent to Fleetwood Trailers explaining the problem I am experiencing with what I feel is a severe safety issue and a factory defect.

Please investigate this concern and see if you agree with me.

Sincerely,

Spokane WA

Jenifer
1/10/05

Fleetwood Customer Service
PO Box 5726
Riverside CA 92517

December 7, 2004

To Whom It May Concern:

In the spring of 1997, I purchased a 36' Westport triple slide 5th wheel trailer. I have had nothing but trouble with the front jacks, or what is know as the landing gear. The following is a chronological order of the problem.

I took the trailer on a shake down run in April of 1997, shortly after I purchased it. The landing gear broke. (See the work order from Rays RV on 4/14/97.) After the repair, the trailer was set up as a lake home, but when I brought it in again to storage, the landing gear broke. (See the work order of 10/07/97.)

In the spring of 1998 the trailer was again set up as a lake place for the next couple of years and was not moved. When I brought the trailer in, sometime in the fall of 2000, the landing gear broke. (See work order from R'nR RV Center on 11/24/00.) In the spring of 2001, again the trailer was taken to the lake for the next couple of years. When I brought the trailer in sometime in the fall of 2002, the landing gear again, broke. (See work order of 1/15/03.) I then took the trailer to the storage lot and did not use it until the spring of 2004, (See work order of 3/22/04). The landing gear broke. I never got to use the trailer once without it becoming defective. After that repair, the trailer was once again taken to the lake and set up but when I brought it in, in the middle of October, the landing gear broke. (See work order of 11/24/04.) After the repair on that date I picked the trailer up and took it to the storage lot, but I never got it off the pickup before the landing gear, again broke.

The trailer is once again, at R'nR RV Center and I am having them put another motor in so that each jack will have its own power supply. This is costing around fifteen hundred dollars (\$1500.00), but appears to be the only way to remedy the problem. I have a real problem that I have to go to this expense to repair a defect. The defect being, that the jacks are not heavy enough to lift the trailer. I consider this to be a severe safety issue.

Dave Locken, the service rep. at R'n R RV Center, says the motor that is in the trailer is only rated to lift 6,000 lbs. To remedy the problem, I AM PAYING to put the motors in that will lift 8,500 lbs. This is what should have been put in during the manufacture of the trailer in the first place.

On May 15th, 2000, Fleetwood paid for a factory recall to reinforce the pin mount. This is about the same time I called and talked with a factory rep. telling him what the problem was with the trailer. I tried to talk him into repairing the landing gear because there was no sign

that the pin mount in this trailer was defective. Whomever I talked with was very snotty and arrogant but refused to give me any answer as to what to do with the landing gear.

As you can see, the landing gear has been a problem from day one. The trailer was built without the proper size landing gear motor that could lift the trailer. There should have been a factory recall. I feel this is a hazard to the general public as well as myself.

I am planning on going on vacation this winter for approximately three months. I do not feel confident using the landing gear, considering the problems I have experienced in the past. Therefore, I am paying for the necessary corrections to the lifting capacity of the landing gear. I feel that Fleetwood should give me some relief in paying for this upgrade in order to make the trailer safe & usable.

Please reply before 1/15/05 because I am leaving on vacation, therefore, I won't be available for 2 or 3 months for correspondence but you could correspond with Dave Locken during that time, until I return. I will keep in touch with him while I am gone. Please feel free to contact Dave Locken at R'nR to verify the above.

R'nR RV Center
23203 E Knox
Liberty Lake WA 99019
509-462-9000

I am also filing a complaint with NHTSA (National Highway Traffic Safety Administration).

Sincerely,

Spokane WA

**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).**