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National Highway Traffic Safety Administration (NHTSA)
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I have been trying to deal with both Fleetwood Enterprises and Lippert Components for several months now with no results. I own a 2002 Terry Lite Fifth Wheel which I purchased used from Giant Recreation World in Ormond Beach, FL 32174, on 4/22/04. They claimed they had it on consignment from an elderly couple. All my dealings were with Giant Recreation World.

When I purchased the Fifth Wheel, it was in excellent condition and appeared to be well taken care of. In July 2004, we made our first long trip to Mercer, Pa. for a Navy Reunion and again in 2005. On our way home we stopped at our daughter's home in Alpharetta Ga. mid-Aug. When I hooked up to the Fifth Wheel and went to remove the wheel chocks, I noticed the rear tire was out beyond the front tire and rubbing against the wheel well, wondering why I proceeded to look under the coach and was shocked at what I saw. (pictures are enclosed)

I called Fleetwood and spoke to someone who stated I was out of warranty. I told them I realized that but felt that what I was seeing appeared to be a defect in construction as there was no accident involved and for something like this to happen, Fleetwood should be responsible. They then told me I had to take it to a Fleetwood Dealer, where it has been ever since mid-Aug. in Snellville, Ga 30078 (Camping Time RV 2912 Main Street West SW)

In my dealing with Fleetwood Customer Service Rep. Melissa Reynaga, while talking on the phone, she told me she showed a Technician the photos and he stated it appeared to be ABC-XYZ (fictitious) and I said what is that your code for this problem and she said "no", that he meant it looked like the problems they had on the 2000-2001 model Fifth Wheel.

Fleetwood turned my letter, pictures, etc. over to Lippert Components and after they were reviewed stated I was out of warranty and they do not warranty to a second owner, so therefore they would not do anything as far as helping me. Therefore I am turning to you for any assistance.

Thank You,

Sincerely,

[REDACTED]

Bunnell FL [REDACTED]

Telephone # [REDACTED]
Fax # [REDACTED]
Cell # [REDACTED]

*Maria
12/7/05*



