



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

2007

FOR AGENCY USE ONLY 100148

Date Received
 JUN - 8 AM 10: 41

Repository

08-MAY-2007

Reference No.
 10190184

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: ORANGE PARK State: FL Zip Code: [REDACTED]

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 a signature, DOT provide your name or address to the vehicle manufacturer.
 Signature of Owner: [REDACTED] Date: 05/23/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1EE5W13720V [REDACTED]
 Make: FLEETWOOD Model: AVION 375W Model Year: 1997
 Date Purchased: 01/1997 Dealer's Name and Telephone Number: HOLIDAY CAMPER Engine: No: Cylinders: N/A Fuel Type: N/A
 Original Owner: Dealer's City: MYRTLE BEACH State: SC Zip Code: 29575
 Transmission Type: N/A Antilock Brakes: Powertrain: N/A Vehicle Component Code: 351000 EQUIPMENT:RECREATIONAL VEHICLE
 Cruise Control: Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-JAN-2006 Failure Mileage: Failure Speed: TRAILER HITCH & LHASIS / FRAME

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: DOTM19ABC036): 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).

TL*THE CONTACT OWNS A 1990 FLEETWOOD AVIAN 375W. THE CONTACT STATED THAT HE IS EXPERIENCING THE SAME FAILURE AS NOTED IN RECALL # 99V294000 (TRAILER HITCHES:FIFTH WHEEL ASSEMBLY). HE RECEIVED A RECALL NOTICE WHICH STATED THAT HIS TRAILER WAS INCLUDED, BUT THE DEALER HAS IMPROPERLY REPAIRED THE VEHICLE AND FAILED TO PAY THE REPAIR COSTS, AS NOTED IN THE RECALL AGREEMENT.

1997 FLEETWOOD AVION 375W

(SEE ATTACHED DOCUMENTATION)

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 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.

Orange Park FL

May 23, 2007

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street SW
Washington DC 20590

Re: NHTSA Reference #10190184 dated 05/08/2007
(Original) NHTSA RECALL CAMPAIGN # 99V294000
1997 Fleetwood Avion 375W, VIN #1EE5W3720V9
UPPER CHASIS FACTORY DEFECT SAFETY RECALL NOTICE (#91112)

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

Dear NHTSA Investigative Representative:

I filed my original complaint and am writing to solicit your possible assistance and continued investigation regarding the above referenced concern. I am the original owner of the referenced 5th Wheel RV Trailer manufactured by Fleetwood Enterprises.

I have repeatedly experienced the same failure as noted in NHTSA Recall #99V294000, even after multiple prior (failed/improper/incomplete) repair attempts by the manufacturer. My experience being similar to (numerous) other Fleetwood customers as indicated in the original complaint filings, the manufacturer refuses to (properly) repair my unit or reimburse me for necessary and pending required repairs directly attributable to the NHTSA Recall Campaign.

Specifically, as you will note in the enclosed copies of my correspondence to Fleetwood Enterprises sent via USPS Certified Mail, I submitted my vehicle to Dick Gore's RV on or about January 2006 for inspection of continuing problems with the hitch and frame.

After inspection by Dick Gore's RV, it was discovered that, as evidenced by the "**support for frame and body not connected**" concern correction repair notes, continued defects in design, material &/or workmanship directly attributable to the prior NHTSA Recall Campaign and prior (failed/improper/incomplete) repair attempts had (AGAIN) caused the hitch and frame to separate from the vehicle.

Regretfully, as has been my typical ownership experience with Fleetwood Enterprises and their product, Fleetwood front-line personnel immediately rejected covering the necessary repairs at the time of repair because my coach "was out of warranty" and "had already had the hitch recall work performed".

Of course, (NHTSA) Product Recalls are not subject to the (original) manufacturer's limited warranty terms. Secondly, repeated failed, partial or improper/incomplete repair attempts

surrounding NHTSA Product Recall service repairs certainly do not constitute proper concern correction or absolution of future product liability.

For safety reasons for myself and others, and in fear of potential catastrophic accident & liability while traveling, I felt compelled to have the discovered defects in design, materials &/or workmanship immediately corrected (upon discovery) regardless of Fleetwood's (predictable) initial attempts at abdication of responsibility.

Unfortunately, as has been my typical ownership experience with this company (and again, of others that apparently share similar ownership experiences as well - as evidenced by copy of the original NHTSA complaint) subsequent requests to the manufacturer over the past 15+ months, including copies of recent correspondence sent via certified mail for documentation confirmation, remain ignored and unanswered. Fleetwood appears to continue to follow a predictable pattern of ignoring customer complaints and requests for assistance while abdicating among other things, their applicable NHTSA Safety Recall product liability responsibilities.

Given the scope of the original manufacturing / NHTSA Product Recall concern, given my vehicle's specific history of repeated product failures, and given my continued difficulties in securing proper manufacturer repair support - as well as other customers' similar prior documented struggles in securing proper manufacturer repair support - surrounding the original product recall, I must conclude that Fleetwood Enterprises continues to deem it entirely acceptable to repeatedly fail to properly repair, and even ultimately ignore and abdicate their NHTSA Recall repair responsibilities - thereby potentially allowing catastrophic manufacturing safety defects to linger and perhaps even remain on our highways (save concerned owners incurring (Fleetwood's) financial responsibility for correcting their known manufacturing defects / NHTSA initiated Recall campaigns).

I have enclosed copies of appropriate records, correspondence, and applicable NHTSA Recall Campaign documents. I am happy to provide additional information as necessary.

In addition to your prudent potential investigation into the scope of Fleetwood Enterprises' apparent negligence and willful disregard regarding consumer and public safety, any oversight that you can provide to compel Fleetwood Enterprises to comply with their NHTSA Recall responsibilities, including any specific assistance that you can provide toward securing reimbursement from Fleetwood Enterprises for money I was required to advance to facilitate service work directly attributable to the NHTSA Safety Recall campaign, including the amount of \$1,494.78 advanced to Dick Gore RV on or about 01/20/2006, would be greatly appreciated.

Thank you in advance for your prompt attention and reply.

Sincerely,

[Redacted signature]

[Redacted address line]

[Redacted address line] home telephone

[Redacted address line]

Enclosures: Copies of prior correspondence to Fleetwood Enterprises, including USPS Certified Mail receipts, NHTSA Recall Campaign information, and prior service record receipts.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

ODI SCREEN RESUME

IDENTIFICATION: IE99-049
SUBJECT: RV Chassis Structure Fracture
PROMPTED BY: VOQ
INVESTIGATOR: Peter C. Ong

DATE OPENED: 4-Jun-99

MANUFACTURER: Fleetwood Enterprises, Inc. MODEL: Avion & Westport 36/37 Series
Detachable Fifth Wheel RV Trailers

MODEL YEAR(S): 1997

VEHICLE POPULATION: "approximately 16,000 units"

PROBLEM DESCRIPTION: Pin Box Steel Structure (holding the King Pin) Fracture

FAILURE REPORT SUMMARY

	Symptom # 1	Symptom # 2	N/A
COMPLAINTS:	3		
# CRASH	0		
# INJURIES:	0		
OTHERS:			

DESCRIPTION OF SYMPTOM (S): #1. Chassis area around the Pin Box structure fractured.

ACTION: Recommend opening an investigation

INVESTIGATOR: *Peter C. Ong*

DIVISION CHIEF: *George H. Young*

DATE: *June 4, 1999*

DATE: *5/6/99*

SUMMARY: ODI has received a complaint alleging that the 1997 Fleetwood Westport Fifth wheel Model 36 5W (37 ft long) chassis holding the Pin Box/King Pin Assembly is under designed causing fracture. The fractures in the steel chassis required major repair work to strengthen the entire chassis area around the failure points. The fifth wheel RV is towed via the King Pin assembly that is attached to the Pin Box structure on the chassis. Failure of the Pin Box/King Pin Assembly to stay attached to the towing vehicle can result in a sudden separation of the fifth wheel RV that in-turn can cause a major incident and significant personal injuries.

From Fleetwood's drawings and specifications as provided to the local RV repair/welding shop, they have increased the thickness of the steel supporting structure holding the King Pin Assembly in order to fix the complainant's pin box structural fracture problem. Fleetwood designed and introduced this "New lightweight" chassis in 1997 (using only 11 gage steel (0.12 inch thick) channels in the pin box assembly) but later switchback to the thicker 7 gage steel (0.18 inch) in early/mid-1998.

An investigation is recommended to ascertain the scope of the issue.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

ODI RESUME

INVESTIGATION: PE99-041
SUBJECT: Draw Pin Box Failure
PROMPTED BY: IE99-049 - Peter C. Ong
PRINCIPAL ENGINEER: S. B. York

DATE OPENED: 16-JUN - 99

MANUFACTURER: Fleetwood Enterprises, Inc.
MODEL(S): Avion & Westport 36/37 foot Fifth Wheel Trailers
MODEL YEAR(S): 1997 and 1998
VEHICLE POPULATION: 16,000 Est.

PROBLEM DESCRIPTION: It is alleged that the fifth wheel holding pin box fractures.

FAILURE REPORT SUMMARY

	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	3	0	3
OTHER REPORTS	0	0	0
COLLISIONS:	0	0	0
#INJURIES:	0	0	0
#FATALS:	0	0	0
OTHER:			

DESCRIPTION OF :

ACTION: A Preliminary Evaluation has been opened.

ENGINEER: SB York

DIV CHIEF: Thomas J. ...

OFC DIR: [Signature]

6/16/99
DATE

6/11/99
DATE

6/16/99
DATE

SUMMARY: The pin box/king pin assembly is the attachment point between the fifth wheel trailer and the towing vehicle. Should a complete fracture occur in service, the trailer could become detached from the towing vehicle. In 1997, Fleetwood replaced the 7 gage steel used to construct the pin box with 11 gage steel, which is about 30 percent thinner. In mid 1998, Fleetwood went back to the thicker steel and has provided dealers with drawings and specifications to repair vehicles in the field with the thicker steel pin box

SB
6/16-10-99

2

ODI Action Number: **PE99-041**

Date: **06-16-99**

Subject: **FLEETWOOD ENTERPRISES, INC.
1997 - 1998 AVION AND WESTPORT 36/37 FOOT FIFTH
WHEEL TRAILERS**

ALLEGED DRAW PIN BOX FAILURES

This file contains consumer letters received by the National Highway Traffic Safety Administration which complain of the alleged defect that is the subject of this Preliminary Evaluation. It also contains correspondence between this agency and the manufacturer on the subject. Portions of that correspondence may be withheld where the manufacturer has claimed that they are confidential pursuant to the Freedom of Information Act, 5 U.S.C. § 552(b)(4), which exempts from disclosure confidential commercial and financial information. Additional documents relating to this Preliminary Evaluation may exist, but have not been included in this public file.

If you have any information or concerns you would like to discuss with NHTSA staff, please call the

toll free AUTO SAFETY HOTLINE

800-424-9393

(in the Washington, DC metropolitan area, please call 202-366-0123)

Also, if you wish to discuss the investigation with NHTSA staff, the HOTLINE contact representative will have a technical staff member return your telephone call.

FLEMING ISLAND RETAIL STORE
 ORANGE PARK, Florida
 320039998
 1143840633 -0097
 (800)275-8777 04:42:25 PM
 05/08/2007

Product Description	Sales Receipt		Final Price
	Sale Qty	Unit Price	
RIVERSIDE CA 92513			\$0.87
First-Class			
2.40 oz.			\$2.40
Certified			
Label #:	70060100000070015173		=====
Issue PVI:			\$3.27

Total: \$3.27

Paid by: \$3.27
Cash

Order stamps at USPS.com/shop or call
 1-800-Stamp24. Go to USPS.com/clicknship
 to print shipping labels with postage.
 For other information call 1-800-ASK-USPS.

Bill#: 1000303041536
 Clerk: 02

All sales final on stamps and postage.
 Refunds for guaranteed services only.
 Thank you for your business.

Customer Copy

Orange Park FL

May 7, 2007

Program Administrator
Fleetwood RV Towable Group
Fleetwood Enterprises, Inc
PO Box 7638
Riverside CA 92513-7638

Re: 1997 Fleetwood Avion 375W, VIN #1EE5W3720V9
UPPER CHASIS FACTORY DEFECT SAFETY RECALL NOTICE (#91112)
NHTSA RECALL CAMPAIGN # 99V294000

Via: USPS CERTIFIED MAIL 7006 0100 0000 7001 5173

Dear Representative:

I am the original owner of the above referenced unit.

Regretfully, your company remains uncooperative and unresponsive regarding my prior requests for assistance and restitution regarding additional required service work surrounding the above referenced NHTSA Recall Campaign.

A copy of my most recent correspondence (sent via Certified Mail to your "Travel Trailer of Maryland Headquarters") is enclosed for your review.

Given my continued long-suffering frustration with your company and your apparently consistent, predictable pattern of repeatedly ignoring customer complaints and requests for assistance, perhaps as further evidenced by the original complaints filed with the NHTSA specifically surrounding this recall such as (quoting "Vehicle Owners Questionnaire 50885") "Fleetwood/Avion contacted and denied this was a problem..." and "They (Avion) continue to deny a problem, although they were made aware..." I have registered a complaint with and forwarded copies of this and prior correspondence and records to the NHTSA for their possible further investigation and assistance.

Additionally, as a long-time subscriber and reader of both "TrailerLife" and "MotorHome" magazines, I have forwarded copies of this and prior correspondence and records surrounding this concern to "RV Action Line" for any possible assistance they may be able to provide toward facilitating prompt, proper and satisfactory resolution.

In my mind, your burden of responsibility regarding the above referenced recall remains clear. After your review of file documents, I again respectfully request that Fleetwood promptly submit restitution in the amount of \$1,494.78 to my attention via my current postal mailing address of: Orange Park FL.

Thank you in advance for your prompt attention and restitution.

Sincerely,

Cc: NHTSA. claim #10190184
Trailer Life, RV Action Line, 2575 Vista Del Mar, Ventura CA 93001

Enclosures: Copies of prior correspondence, including USPS Certified Mail receipt, NHTSA recall campaign information & prior service record receipts

FLEMING ISLAND RETAIL STORE
 ORANGE PARK, Florida
 320039998
 1143840633 -0098
 (800)275-8777

03/06/2007 08:54:12 AM

Product Description	Sales Receipt		Final Price
	Sale Qty	Unit Price	
WILLIAMSPORT MD 21795			\$0.63
First-Class			
1.60 oz.			\$2.40
Certified			
Label #:	70053110000017796539		=====
Issue PVI:			\$3.03
Total:			\$3.03
Paid by:			
Cash			\$5.03
Change Due:			-\$2.00

Bill#: 1000202334248
 Clerk: 07

All sales final on stamps and postage.
 Refunds for guaranteed services only.
 Thank you for your business.
 Customer Copy

Orange Park FL

February 28, 2007

Service/Warranty Manager
Fleetwood Travel Trailers of Maryland
10233 Governor Lane Blvd
Williamsport MD 21795-4029

Re: 1997 Fleetwood Avion 375W, VIN #1EE5W3720V9
UPPER CHASIS FACTORY DEFECT SAFETY RECALL NOTICE (#91112)
NHTSA RECALL CAMPAIGN # 99V294000

Via: USPS CERTIFIED MAIL 7005 3110 0000 1779 6539

Dear Representative:

I am the original owner of the above referenced unit. My address of record as noted on the original factory recall notice, copy enclosed, and, to my knowledge, all applicable Fleetwood records, is Myrtle Beach SC

A recent review of my prior year-end records necessitates additional follow-up regarding an open and unanswered warranty claim surrounding the above referenced NHTSA FACTORY DEFECT SAFETY RECALL NOTICE for work performed on or about 01/20/2006 at Dick Gore's RV World in Jacksonville FL, service receipt enclosed, due to prior defects in design, materials &/or workmanship during prior (failed) warranty and NHTSA FACTORY DEFECT SAFETY RECALL repair attempts.

Sadly, as has been my typical warranty experience throughout the life of the coach on items that clearly fall within the applicable warranty coverage, including quite amazingly, the (prior) NHTSA FACTORY DEFECT SAFETY RECALL initiatives, the predictable pattern of initial requests for warranty service being consistently initially declined by front-line factory service personnel from Nebraska to Texas and then subsequently ultimately "approved" for payment after requested management review holds true. Regretfully, to date, however, I have still not yet received reply or restitution regarding my prior initiatives surrounding the above warranty claim.

The above referenced repairs performed at Dick Gore's RV World in the amount of \$1494.78 were clearly the necessary result of original design flaws as evidenced by the NHTSA prompted UPPER CHASIS FACTORY DEFECT SAFETY RECALL NOTICE (#91112) and the subsequent resulting prior (failed) warranty repair attempts due to continued defects in design, materials &/or workmanship as evidenced by the "support for frame and body not connected" concern correction repair notes.

After your review of file documents, I again respectfully request that Fleetwood promptly submit restitution in the amount of \$1,494.78 to my attention via my current postal mailing address of: Orange Park FL

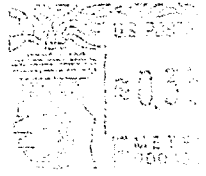
Please confirm. Thank you in advance for your prompt attention,

Sincerely,

Cc: NHTSA

Enclosures:

Fleetwood Enterprises, Inc.
3125 Myers Street
P.O. Box 7638
Riverside, California 92513-7638



SAFETY RECALL NOTICE

093-13485 91112 5
1EE5W3720V9 [REDACTED]
[REDACTED]
MYRTLE BEACH SC [REDACTED]

29578-6741 1B



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

Travel Trailers • Fifth Wheels • Truck Campers • Park Trailers

IMPORTANT INFORMATION

December 17, 1999

Dear Valued Fleetwood Fifth Wheel Customer:

Fleetwood Enterprises, Inc., has determined that a defect relating to motor vehicle safety exists in all 1997 and certain 1998 Avion and Westport fifth wheels built at our Omaha, Nebraska, manufacturing facility. On December 7, 1999, Fleetwood Enterprises, Inc., began conducting a voluntary safety defect recall of subject fifth wheels.

***What was
the
problem?***

The subject fifth wheel trailers could experience excessive flexing in the upper chassis which can lead to failure in the area of the pinbox. This can lead to a loss of vehicle control and result in personal injury and/or a vehicle accident.

***What
should
you do?***

Our records indicate that repairs to remedy the flexing in the upper chassis of your 1997 or 1998 Westport or Avion fifth wheel have already been performed by an authorized Fleetwood repair center or manufacturing center.


If you no longer own this vehicle, please notify Fleetwood by calling our Consumer Affairs Department at (800) 445-3307, stating the name, address, and telephone number of the person or party you sold it to. This will enable us to send this important information to the new owner.

If you feel the repairs to your 1997 or 1998 Westport or Avion fifth wheel were not performed or have any questions, please contact:

Fleetwood RV Towable Group
Fleetwood Enterprises, Inc.
PO Box 7638
Riverside, CA 92513-7638
(800) 445-3307

Sincerely,

FLEETWOOD ENTERPRISES, INC.



Craig Biazo
Service Administrator
RV Towable Group

IMPORTANT RECALL INFORMATION

Dear Valued Fleetwood Fifth Wheel Customer:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicles Safety Act.

Fleetwood Enterprises, Inc. has determined that a defect relating to motor vehicle safety exists in certain 1997 and 1998 Avion and Westport fifth wheels built at our Omaha, Nebraska manufacturing facility.

- What is the problem?** The subject fifth wheel trailers can experience excessive flexing in the upper chassis which can lead to failure in the area of the pinbox. This can lead to a loss of vehicle control and result in personal injury and/or a vehicle accident.
- What will Fleetwood do?** The repair for this potential problem consists of reinforcing or replacing the pin box and its support structure at no charge to you. This should require minimal time and result in little inconvenience to you. Please rest assured that this repair will be performed only by an authorized, experienced repair facility.
- What should you do?** Since this defect affects motor vehicle safety, it is recommended that you immediately have your fifth wheel trailer repaired by contacting Fleetwood Customer Assistance Group at (800)619-8454. An associate will assist you in making an appointment to have this repair performed by an authorized Fleetwood Dealer or Fleetwood Service Facility. Repairs should take no longer than 35.0 hours.

What
should
you do?
cont.

If it is necessary for you to tow your fifth wheel trailer, be aware of any changes in the angle of the pinbox. The pin should be vertical and the plate around it should be horizontal when the trailer is level. In cases where the upper chassis has been damaged, the following early warning signs can be seen:

1. An increase in relative up-and-down motion between the pinbox and the surrounding structure. A small amount of movement is normal.
2. The pinbox pushing into and damaging (cracking) the lower front fiberglass cap. A small amount of flaking is normal.

Fleetwood believes that, unless these warning signs are seen, your fifth wheel trailer should be safe to tow until the repair is made. If you observe other unusual changes in this area or feel that there is damage that cannot be seen, stop towing and contact your dealer or Fleetwood Customer Assistance Group at (800) 619-8454 for immediate assistance.

When you deliver your fifth wheel for repairs, your dealer will complete a Fleetwood Repair Order. Upon completion of the repair, please sign the Fleetwood Repair Order and ask your dealer to return it to us.

If you no longer own this vehicle, please notify Fleetwood by calling our Customer Service Department at (800) 445-3307, stating the name, address, and telephone number of the person or party you sold it to. This will enable us to send this important recall information to the new owner.

If you are unable to obtain the specified repair promptly and without charge, please contact:

Fleetwood RV Towable Group
Fleetwood Enterprises, Inc.
P.O. Box 7638
Riverside, CA 92513-7638
(800) 445-3307

What
should
you do?
cont.

If you believe that the dealer and Fleetwood Enterprises, Inc. have failed or have been unable to remedy the defect without charge or within a reasonable period of time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administrator
400 Seventh Street SW
Washington D.C. 20590

or call the toll-free Auto Safety Hotline at (800) 424-9393. Residents of Washington D.C. area should call (202) 366-0123.

While this letter does not constitute an acknowledgment of legal liability, Fleetwood Enterprises, Inc. regrets any inconvenience this situation may cause you. We are taking these steps in the interest of your safety. We appreciate your prompt assistance in eliminating this potential hazard.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Craig Biazio
Service Administrator
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).