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2007 JUL 10 PM 2:31

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

July 5, 2007

[REDACTED]
Lockport, NY [REDACTED]

Our File Number: 2007 [REDACTED]
Company: Fleetwood Enterprises Inc.

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/d

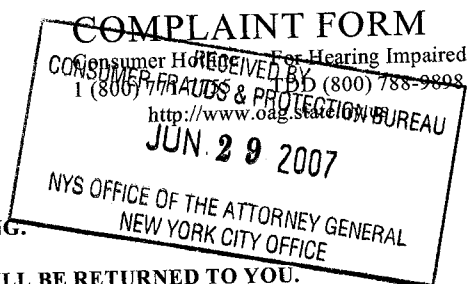
Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

ET
7/11/07
SB



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787



1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER		
YOUR NAME [REDACTED]		
HOME TELEPHONE NUMBER [REDACTED]		
BUSINESS TELEPHONE NUMBER [REDACTED]		
STREET ADDRESS [REDACTED]		
CITY/TOWN LOCKPORT	COUNTY NIAGARA	STATE NY
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES FLEETWOOD ENTERPRISES INC		NAME OF OTHER SELLER OR PROVIDER OF SERVICES WOLFE'S RUN R.V. DEALER
STREET ADDRESS 3125 MYERS STREET		STREET ADDRESS 2968 NIAGARA FALLS BLVD.
CITY/TOWN RIVERSIDE	STATE CA	ZIP 92503
CITY/TOWN NORTH TONAWANDA	STATE NY	ZIP 14120
TELEPHONE NUMBER 1-800-617-6447		TELEPHONE NUMBER (716) 692-2208
DATE OF TRANSACTION OCT. 14, 2001	COST OF PRODUCT OR SERVICE \$ 16,321.00	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☒ Other FINANCED
DID YOU SIGN A CONTRACT? ☒ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT? AT DEALERSHIP	DATE SIGNED OCT. 14, 2001
WAS PRODUCT OR SERVICE ADVERTISED? ☒ Yes ☐ No	WHERE WAS IT ADVERTISED? RADIO	DATE ADVERTISED SEPT-OCT 2001
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) MANUFACTURER DEFECT ON TRAVEL TRAILER CHASSIS AND FRAME		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 6/30/07 ☒ By Mail ☒ By Telephone ☐ In Person		PERSON CONTACTED KEITH CORNETT
NATURE OF RESPONSE INTERNET ELECTRONIC MAIL		JOB TITLE SENIOR CUSTOMER SERVICE REPRESENTATIVE
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☒ Yes ☐ No NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION		DATE OF RESPONSE JUNE 19, 2007
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT FLEETWOOD ENTERPRISES INC		PRODUCT MODEL OR SERIAL NUMBER VIN# 1EA1X288215
ADDRESS 3125 MYERS STREET, RIVERSIDE CA 92503		WARRANTY EXPIRATION DATE APRIL 4, 2004
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☒ Yes ☐ No M & T BANK - P.O. BOX 427, BUFFALO NY 14240		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT On May 25, 2007, I was shocked to find both rear leaf spring shackles had broken loose from the frame. Upon close inspection, I determined that the shackles broke off at the point of the weld to the frame. I believe this catastrophic failure of the frame/shackle assembly is the result of a defect in the welding technique use in manufacturing. That is, the welding procedure weakened the metal of the frame at the point where the shackles were welded to the frame. The result is the shearing/tearing of the frame metal at the point to where the shackles were welded. Now, my travel trailer is untowable. Even though my Fleetwood Terry Travel Trailer's 2 year warranty has expired, I believe this is a critical safety issue that cannot be ignored or dismissed by Fleetwood Enterprises Inc.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) REIMBURSEMENT FOR REPAIRS - \$ 2,700.00 TO \$ 3,100.00

WHO REFERRED YOU TO THIS OFFICE? INTERNET WEB SITE

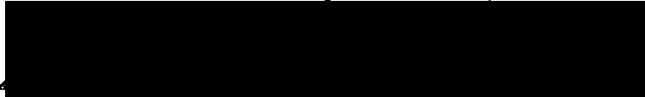
READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: 

Date: JUNE 28, 2007

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

New York State Department of Motor Vehicles
RETAIL CERTIFICATE OF SALE

No. **13098677**

TYPE OF SALE	
☐ WHOLESALE	☒ RETAIL
☒ New	☐ Used ☐ Demo ☐ Salvage

VEHICLE INFORMATION:

Year 2001	Make TERRY	Model 28X	Body Type TRLR	Color WH	Weight (Unladen) 4834	Fuel Type: N/A	Cylinders N/A	Adult Seating Capacity N/A
Vehicle Identification Number 1E1X1X282215			Lien(s) L1	Inspection Certificate Number [REDACTED]		Date of Inspection 10/25/01		Inspection Station Number [REDACTED]
Plate/Permit Number N/A		Number of Dealer Plate Loaned N/A		☐ Lease Buyout (Insp. Not Required)		Selling Price \$ 14,700.00		

DEALER INFORMATION (Print Name and Address)

LOGGERS SAVINGS RV
2902 NIMCARR FALLS BLVD, NORTH TONAWANDA, NY 14120

PURCHASER INFORMATION (Print Name and Address)

[REDACTED] LOCKPORT, NY [REDACTED]
 Date of Sale **10/25/01**

PRIOR OWNER INFORMATION (Print Name and Address Source of Ownership)

[REDACTED] OF MARYLAND INC
WILLIAMSBURG, MD [REDACTED]
 Date of Purchase **06/23/01**

ODOMETER DISCLOSURE STATEMENT

Federal and state laws require that you state the mileage of the vehicle described on this certificate, when transferring ownership. Failure to do so, or not telling the truth about the mileage may result in fines and/or imprisonment.

The odometer on the vehicle described above has: ☐ 5 digits ☐ 6 digits, not including tenths

- ☐ I certify that, to the best of my knowledge, this odometer reading reflects the "ACTUAL MILEAGE" of the vehicle described above.
- ☐ I certify that, to the best of my knowledge, this odometer reading "EXCEEDS MECHANICAL LIMITS."
- ☐ I certify that, to the best of my knowledge, this odometer reading is "NOT THE ACTUAL MILEAGE. **WARNING: ODOMETER DISCREPANCY.**"

ODOMETER READING				
(no tenths)				

DEALER CERTIFICATION:

I certify: The vehicle described above was sold to the purchaser on the date indicated. At the time of delivery the purchaser was entitled to register the vehicle. This vehicle complied with equipment requirements of the Commissioner's Regulations. At the time of delivery, such equipment was in condition and repair to render satisfactory and adequate service on the public highway under normal use. Equipment certification does not apply to a vehicle sold as new, wholesale, or salvage. All New York State and local taxes due as a result of this sale have been collected from the purchaser. False statements made herein are punishable as a Class A misdemeanor pursuant to Section 210.45 of the Penal Law.

DEALER (or authorized representative) - (SIGN full name) Rachel M. Wolfe	PRINT full name of dealer or authorized rep. RACHEL M. WOLFE	Date 10/25/01	Dealer Facility No. 7089360
PURCHASER - (SIGN full name) [REDACTED]	PRINT full name of purchaser [REDACTED]	Date 10/25/01	Selling Dealer NYS Sales Tax No. [REDACTED]

PART 3 — CUSTOMER COPY
ANY CHANGE OR ALTERATION VOIDS THIS CERTIFICATE

MV-50 (2/00)

MV-639PS (5/04)

NEW YORK STATE REGISTRATION DOCUMENT



2001 TERRY NON-TRANSFERABLE
H/WH WH 1E1X2822
4834 I0998228 APR 14 2007
 WT/SEATS FUEL/CYL **WEB WEBCDA**
 Expires **12/31/07**

LOCKPORT NY

66.25

ANNUAL CHG
 Amt. paid (incl. add chg)
47.50

VOID IF ALTERED EXCEPT FOR ADDRESS

From: Cornett, Keith <Keith.Cornett@fleetwood.com>

To: [REDACTED]

Subject: RE: Customer Service Form

Date: Tue, 19 Jun 2007 6:30 am

[REDACTED]

I have received your photos and reviewed your request for assistance. The Fleetwood warranty on this unit was for 2 years and that has expired over 2 years ago and therefore we are declining coverage. I would suggest you contact your insurance company to see if they can assist with repairs.

Thanks,

Keith Cornett

Senior Customer Service Rep
Fleetwood Travel Trailers of Indiana
Ph# 800-617-6447
Direct Line 765-365-9054

From: [REDACTED]

Sent: Saturday, June 16, 2007 6:16 PM

To: Cornett, Keith

Subject: Customer Service Form

Mr. Cornett:

Have you inspected the photographs I sent to you June 12? I am still waiting for your reply.

[REDACTED]

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

To: Keith.Cornett@fleetwood.com

Sent: Tue, 12 Jun 2007 4:01 am

Subject: Re: Customer Service Form

Mr. Cornett,

These are the files attached.

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

From: Cornett, Keith

Sent: Mon, 11 Jun 2007 4:04 pm

Subject: RE: Customer Service Form

[REDACTED]

I tried to open your photos but my system blocks me from going to your web site. Can you please send your photos as an attachment to your email?

Thanks, Keith

[REDACTED]

6/18/2007

From: [REDACTED]
Sent: Sunday, June 10, 2007 2:11 PM
To: Cornett, Keith
Subject: Re: Customer Service Form

Mr. Cornett,
Per your request, I have attached the photos of my 2001 Fleetwood Terry Trailer's Chassis/Leaf Spring Assembly failure.

Respectfully,

-----Original Message-----
From: Cornett, Keith
To: [REDACTED]
Sent: Sat, 9 Jun 2007 10:37 am
Subject: RE: Customer Service Form

[REDACTED]

I received your email request for assistance and I would like to request that you submit photos VIA email so we can review your request to assist with repair to frame. I will wait for photos before making our decision.

Thanks,
Keith Cornett

-----Original Message-----
From: [REDACTED]
Sent: Wednesday, May 30, 2007 8:22 PM
To: Owner Relations 42
Subject: Customer Service Form

My reason for inquiry is:
I have a question/comment about the chassis my RV is built on.

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
Address 2:
City: Lockport
State: NY
Zip / Postal: [REDACTED]
Country: USA
Telephone: [REDACTED]
Contact Preference: Phone and Email
Ownership History: 1st
Milage:
Fleetwood Serial Number: 1EA1X28221 [REDACTED]

6/18/2007

From: [REDACTED]

To: Keith.Cornett@fleetwood.com

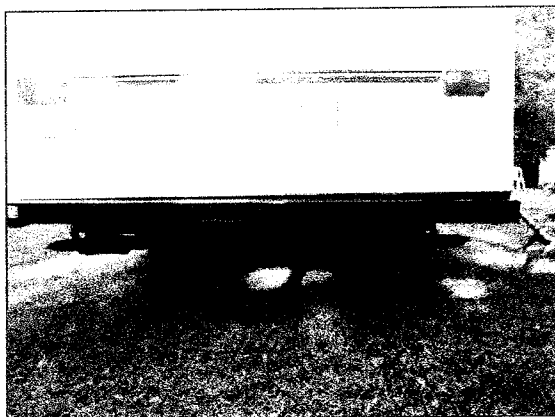
Subject: Re: Customer Service Form

Date: Sun, 10 Jun 2007 12:15 pm

Mr. Cornett,
Per your request, here are photos of my 2001 Fleetwood Terry Trailer.

Respectfully,

[REDACTED]



[View full size](#)



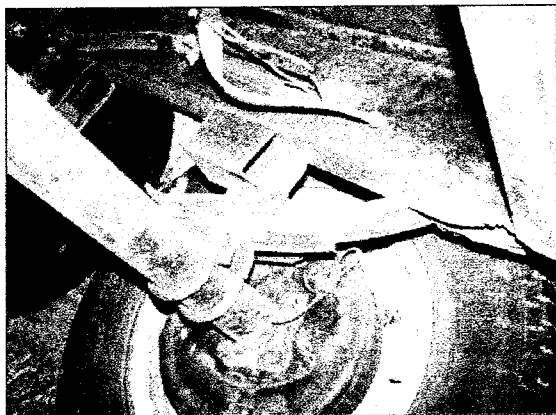
[View full size](#)

[REDACTED]

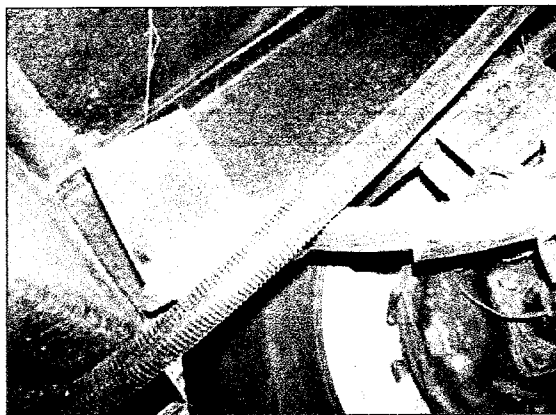
6/25/2007



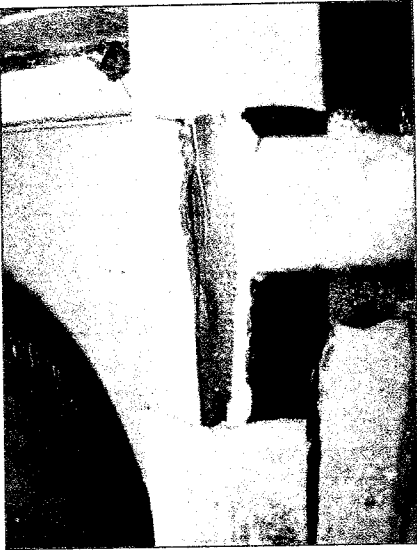
[View full size](#)



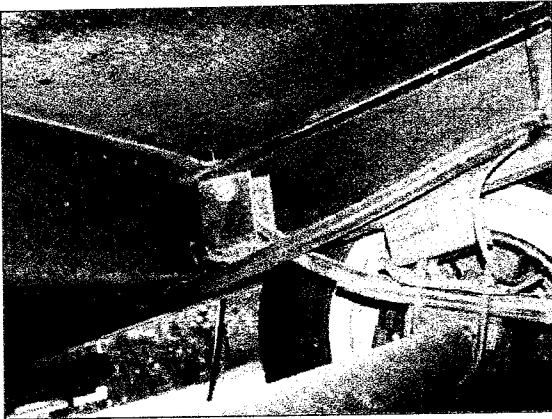
[View full size](#)



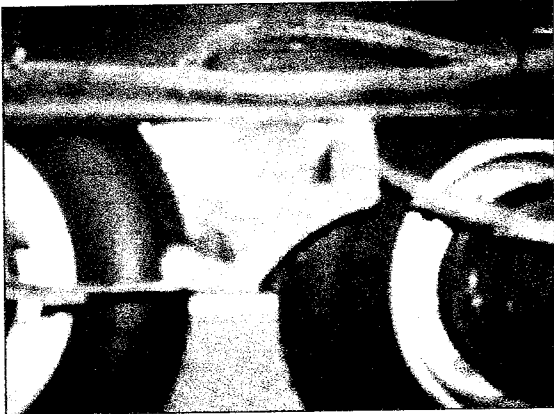
[View full size](#)



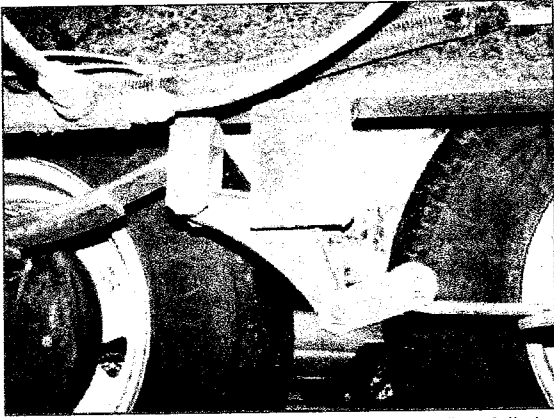
[View full size](#)



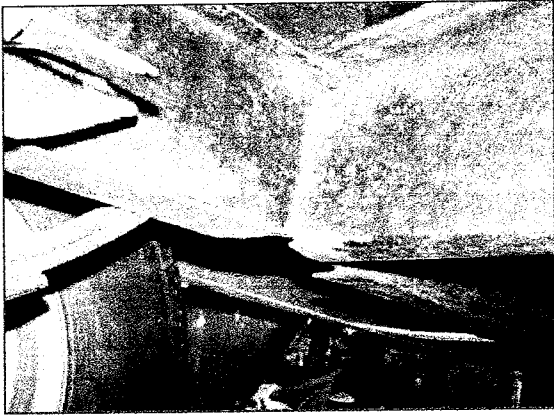
[View full size](#)



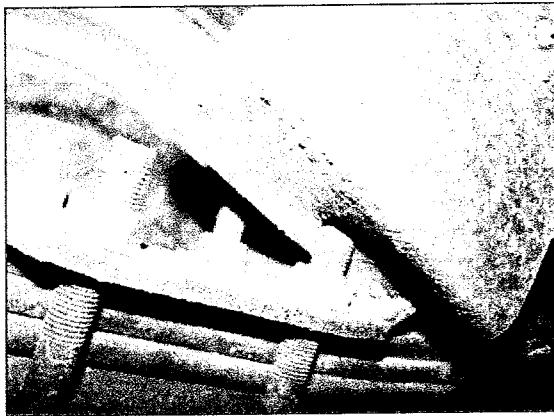
[View full size](#)



[View full size](#)



[View full size](#)



[View full size](#)

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

From: Cornett, Keith

To: [REDACTED]

Sent: Sat, 9 Jun 2007 10:37 am

Subject: RE: Customer Service Form

[REDACTED]

I received your email request for assistance and I would like to request that you submit photos VIA email so we can review your request to assist with repair to frame. I will wait for photos before making our decision.

[REDACTED]

6/25/2007

Thanks,
Keith Cornett

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

From: [REDACTED]
Sent: Wednesday, May 30, 2007 8:22 PM
To: Owner Relations 42
Subject: Customer Service Form

My reason for inquiry is:
I have a question/comment about the chassis my RV is built on.

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
Address 2:
City: Lockport
State: NY
Zip / Postal: [REDACTED]
Country: USA
Telephone: [REDACTED]
Contact Preference: Phone and Email
Ownership History: 1st
Milage:

Fleetwood Serial Number: 1EA1X28221 [REDACTED]
Chassis VIN:
Year, Make and Model: 2001 FLEETWOOD TERRY 28X
Selling Dealer: WOLFE'S RUN RV (OUT OF BUSINESS)
Current Location: [REDACTED] NORTH TONAWANDA, NY

Comments and additional info: On May 25, 2007, I was preparing to tow my travel trailer to a nearby camping resort. In my preparations, I noticed the right side of the rear bumper 3/4 inches lower off square than the left side. I then inspected the frame, chassis, & axles. I was shocked to find that the rear 1/3 of the right side frame is bent horizontally. This condition exists as a result of both rear leaf spring shackles being broken loose from the frame. The rear axle has been pushed against the snubbers. This resulted in a bent rear axle. Upon close inspection of the damaged shackles and frame, I determined that the shackles broke off at the point of the weld to the frame. I believe this catastrophic failure of the frame/shackle assembly is the result of a defect in the welding technique use in manufacturing. That is, the welding procedure weakened the metal of the frame at the point where the shackles were welded to the frame. The frame at the point of the weld should

have been reinforced with steel plating. The result is the shearing/tearing of the frame metal at the point to where the shackles were welded. Now, my travel trailer is untowable. Even though my Fleetwood Terry Travel Trailer's 2 year warranty has expired, I believe this is a critical safety issue that cannot be ignored or dismissed by

6/25/2007

your company. There is no doubt that this failure of the shackle/frame assembly is the result of defective workmanship. I am bringing this matter to Fleetwood Enterprises as well as to the attention of the National Highway Traffic Safety Administration's Office of Defects Investigations. I strongly believe that if I had not noticed the position of the rear bumper, I would have towed this travel trailer on the highway and probably would have encountered sudden erratic handling or losing control, causing a serious accident that may have resulted in serious injury or death to myself, my passengers, and other motorists. I know your company has received numerous complaints on this issue. I would appreciate a prompt response.

Respectfully,



6/25/2007



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: [REDACTED]

Your Complaint Information

Consumer Information

Name : [REDACTED]

Org. Name :

Address : [REDACTED]

City, State, Zip : Lockport, NY [REDACTED]
USA

Daytime Phone : [REDACTED]

Ext :

Evening Phone : [REDACTED]

Fax :

Email : [REDACTED]

[top](#)

Complaint Information

Description : 2001 FLEETWOOD TERRY TRAVEL TRAILER, MODEL NUMBER 28X: I am the original owner of this vehicle. I was preparing my travel trailer for use during this past Memorial Day Holiday when I noticed the right side of the rear bumper was lower than the left side. I then inspected the frame, axles and tires. Upon my inspection, I found the rear portion of the right side frame is bent horizontally, which is the result of both rear axle shackles that hold the suspension leaf springs had broken loose off the frame. As a result, the rear axle is resting on the snubbers. The rear axle is also bent. Upon close inspection of both broken shackles, I determined that they broke off at the point of the weld to the frame. I believe this catastrophic failure of the frame/shackle assembly is the result of a defect in the weld, weld material and/or frame material. The travel trailer is now untowable. I am having a NYS Licensed RV Mechanic inspect the damage and to write for me an estimate on the cost of repairing this frame and to also determine if it can be repaired at all for safe towing. I am bringing this defect issue to the attention of the National Highway Traffic Safety Administration and to Fleetwood Enterprises because if I had not noticed the position of the rear bumper, I would have towed this travel trailer and probably would have encountered sudden erratic handling or losing control, causing a serious accident that may have resulted to serious injury or death to myself, my family, and other motorists.

Incident Date : 5/26/2007

Fire : No

Num. Failures :

Property Damage : No

Num. Deaths : 0

Crash : No

Num. Injured : 0

Police Report : No

5/28/2007

Referral Source : AAA

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Vehicle Information

VIN :	1EA1X28221 [REDACTED]	Purchase Date :	10/14/2001
Manufacturer :	FLEETWOOD ENTERPRISES, INC.		
Year, Make and Model :	2001/FLEETWOOD/TERRY	Original Owner :	No
# of Cylinders :		Trans. Type :	
Engine Size :		VehicleDetails Usage :	RECREATIONAL
Cruise Control :	No	Antilock Brakes :	No
Current Mileage :		Speed :	
Failure Mileage :		Powertrain :	
Body Style :		Fuel System :	
Fuel Type :		Vehicle Type :	

Vehicle Component Information

Component 1: SUSPENSION:REAR:SPRINGS:LEAF SPRING ASSEMBLY:SHACKLE **OEM:** Yes

Vehicle Dealer Information

☒ Dealer :	1	
Name :	Wolfe's Run RV	Dealer Type : SALES DEALER
Address :	12968 Niagara Falls Blvd North Tonawanda NY 14120	
Dealer Phone:	716-692-2208	Dealer Fax:
Email:		
☒ Dealer :	2	
Name :		Dealer Type : SALES DEALER
Address :		
Dealer Phone:		Dealer Fax:
Email:		

[top](#)



Office of Defects Investigation

Complaints - Search Results

2 Records Displayed.

Report Date : **June 26, 2007 at 07:02 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **TERRY**

Make : FLEETWOOD**Model :** TERRY**Year :** 2001**Manufacturer :** FLEETWOOD ENTERPRISES, INC.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** [REDACTED]**Number of Deaths:** 0**Date of Failure:** May 26, 2007**VIN :** 1EA1X282215...**Component:** SUSPENSION:REAR:SPRINGS:LEAF SPRING ASSEMBLY:SHACKLE**Summary:**

2001 FLEETWOOD TERRY TRAVEL TRAILER, MODEL NUMBER 28X: I AM THE ORIGINAL OWNER OF THIS VEHICLE. I WAS PREPARING MY TRAVEL TRAILER FOR USE DURING THIS PAST MEMORIAL DAY HOLIDAY WHEN I NOTICED THE RIGHT SIDE OF THE REAR BUMPER WAS LOWER THAN THE LEFT SIDE. I THEN INSPECTED THE FRAME, AXLES AND TIRES. UPON MY INSPECTION, I FOUND THE REAR PORTION OF THE RIGHT SIDE FRAME IS BENT HORIZONTALLY, WHICH IS THE RESULT OF BOTH REAR AXLE SHACKLES THAT HOLD THE SUSPENSION LEAF SPRINGS HAD BROKEN LOOSE OFF THE FRAME. AS A RESULT, THE REAR AXLE IS RESTING ON THE SNUBBERS. THE REAR AXLE IS ALSO BENT. UPON CLOSE INSPECTION OF BOTH BROKEN SHACKLES, I DETERMINED THAT THEY BROKE OFF AT THE POINT OF THE WELD TO THE FRAME. I BELIEVE THIS CATASTROPHIC FAILURE OF THE FRAME/SHACKLE ASSEMBLY IS THE RESULT OF A DEFECT IN THE WELD, WELD MATERIAL AND/OR FRAME MATERIAL. THE TRAVEL TRAILER IS NOW UNTOWABLE. I AM HAVING A NYS LICENSED RV MECHANIC INSPECT THE DAMAGE AND TO WRITE FOR ME AN ESTIMATE ON THE COST OF REPAIRING THIS FRAME AND TO ALSO DETERMINE IF IT CAN BE REPAIRED AT ALL FOR SAFE TOWING. I AM BRINGING THIS DEFECT ISSUE TO THE ATTENTION OF THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION AND TO FLEETWOOD ENTERPRISES BECAUSE IF I HAD NOT NOTICED THE POSITION OF THE REAR BUMPER, I WOULD HAVE TOWED THIS TRAVEL TRAILER AND PROBABLY WOULD HAVE ENCOUNTERED SUDDEN ERRATIC HANDLING OR LOOSING CONTROL, CAUSING A SERIOUS ACCIDENT THAT MAY HAVE RESULTED TO SERIOUS INJURY OR DEATH TO MYSELF, MY FAMILY, AND OTHER MOTORISTS. *TR

Make : FLEETWOOD**Model :** TERRY**Year :** 2001**Manufacturer :** FLEETWOOD ENTERPRISES, INC.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** [REDACTED]**Number of Deaths:** 0**Date of Failure:** June 26, 2002

6/26/2007

VIN : 1FAIN192810...

Component: SUSPENSION:REAR:SPRINGS:LEAF SPRING ASSEMBLY:SHACKLE

Summary:

WHILE DRIVING AT HIGHWAY SPEED OF 60 MPH LEFT REAR SHACKLE BENT AND DISCONNECTED, BREAKING BOTTOM OF THE IB FRAME. MANUFACTURER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY ANY FURTHER INFORMATION.*AK

6/26/2007



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 06:58 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **PROWLER**

Make : FLEETWOOD**Model :** PROWLER**Year :** 2001**Manufacturer :** FLEETWOOD ENTERPRISES, INC.**Crash :** Yes**Fire :** No**Number of Injuries:** 0**ODI ID Number :** [REDACTED]**Number of Deaths:** 0**Date of Failure:** January 27, 2004**VIN :** 1EC1F272412...**Component:** SUSPENSION:FRONT:SPRINGS:LEAF SPRING ASSEMBLY:SHACKLE**Summary:**

WHILE DRIVING 10 MPH TRAVEL TRAILER'S SPRING SHACKLES BROKE WITHOUT WARNING. AS A RESULT, TRAILER VEERED TO THE RIGHT, HITTING A PARKED CAR. *AK

6/26/2007



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 07:00 AM**SEARCH TYPE : **VEHICLE**YEAR : **2001**Make : **FLEETWOOD**Model : **TERRY****Make :** FLEETWOOD**Model :** TERRY**Year :** 2001**Manufacturer :** FLEETWOOD ENTERPRISES, INC.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 8009999**Number of Deaths:** 0**Date of Failure:** May 2, 2002**VIN :** 1EA5G302114...**Component:** STRUCTURE:FRAME AND MEMBERS**Summary:**

CONSUMER STATES THE TIRES ON THE PASSENGER SIDE OF THE VEHICLE ARE RUBBING UP AGAINST THE TOP OF THE WHEEL WELL AND THE DRIVER SIDE TIRES ARE RUBBING AGAINST THE FRAME OF THE VEHICLE. CONTACTED DEALER.*JB CONSUMER STATED THE FAILED COMPONENT IS NOT THE TIRES, IT SEEMS TO BE THE DESIGN OF THE CHASSIS, THERE IS INADEQUATE CLEARANCE BETWEEN THE FRAME AND THE TIRES. *MJ



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 07:03 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **WILDERNESS**

Make : FLEETWOOD**Model :** WILDERNESS**Year :** 2001**Manufacturer :** FLEETWOOD ENTERPRISES, INC.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** [REDACTED]**Number of Deaths:** 0**Date of Failure:** August 5, 2002**VIN :** 1ED1X282712...**Component:** SUSPENSION:FRONT:SPRINGS:LEAF SPRING ASSEMBLY**Summary:**

WHILE INSPECTING VEHICLE NOTICED THAT LEAF SPRING WAS BENT. THIS CAN CAUSE AXLE TO DISCONNECT FROM VEHICLE IF LEAF SPRING BREAKS.*AK



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 07:04 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **WILDERNESS**

Make : FLEETWOOD

Model : WILDERNESS

Year : 2001

Manufacturer : FLEETWOOD ENTERPRISES, INC.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : [REDACTED]

Number of Deaths: 0

Date of Failure: August 18, 2004

VIN : 1ED5C242810...

Component: SUSPENSION:FRONT:SPRINGS:LEAF SPRING ASSEMBLY:HANGER,BRACKET

Summary:

WHILE DRIVING BETWEEN 45 TO 50 MPH LEAF SPRING BRACKET BROKE. AS RESULT, IT CAUSED DRIVER'S REAR TIRE TO BLOW OUT. FLEETWOOD WAS NOTIFIED. *AK THE CONSUMER STATED THAT THE TIRES WERE BADLY WORN OUT DUE TO RUBBING AGAINST THE FRAME OF THE VEHICLE. *TC



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 07:05 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **WILDERNESS**

Make : FLEETWOOD**Model :** WILDERNESS**Year :** 2001**Manufacturer :** FLEETWOOD ENTERPRISES, INC.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 8009323**Number of Deaths:** 0**Date of Failure:** July 12, 2001**VIN :** 1ED7G332610...**Component:** SUSPENSION:REAR:SPRINGS:LEAF SPRING ASSEMBLY:HANGER/BRACKET**Summary:**

LEAF SPRING BRACKET BROKE WHILE GOING 65MPH. BROKEN LEAF SPRING BRACKET CAUSED DRIVER'S REAR TIRE TO BLOWOUT. FRONT PASSENGER TIRE BLEW OUT DUE TO VEHICLE SHIFTING. FLEETWOOD WAS NOTIFIED. THIS WAS THE SECOND INCIDENT AND REPLACEMENT. PLEASE PROVIDE MORE INFORMATION.*AK



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 07:08 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **MALLARD**

Make : FLEETWOOD

Model : MALLARD

Year : 2001

Manufacturer : FLEETWOOD ENTERPRISES, INC.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : [REDACTED]

Number of Deaths: 0

Date of Failure: October 1, 2004

VIN : 1EF1G272512...

Component: EQUIPMENT ADAPTIVE

Summary:

TL*THE CONTACT OWNS A 2001 FLEETWOOD MALLARD 27G. THE CONTACT STATED THAT THE LEAF SPRING RESTS ON TOP OF THE AXLE, SERVING AS A SHOCK SUSPENDER. THE BRACKETS THAT HOLD THE LEAF SPRING HAVE FAILED FOUR TIMES SINCE THE VEHICLE WAS PURCHASED. THE CONTACT HAS PICTURES. NO OTHER VEHICLE INFORMATION WAS AVAILABLE.



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 07:10 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **PROWLER LS 30 5G**

Make : FLEETWOOD

Model : PROWLER LS 30 5G

Year : 2001

Manufacturer : FLEETWOOD ENTERPRISES, INC.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : [REDACTED]

Number of Deaths: 0

Date of Failure: April 15, 2004

VIN : 1EC5A272111...

Component: SUSPENSION:FRONT:SPRINGS:LEAF SPRING ASSEMBLY:HANGER,BRACKET

Summary:

AFTER TOWING TRAILER AND ARRIVING AT DESTINATION CONSUMER NOTICED THAT FRONT SPRINGS BROKE. THE TOWING OCCURRED ON THE HIGHWAY. CONSUMER REPAIRED THE SPRINGS AT HIS OWN EXPENSE. CONTACTED THE MANUFACTURER, WHO REFUSED TO REIMBURSE HIM. CONSUMER DID NOT HIT ANYTHING HEAVY TO CAUSE THE BREAK.*AK



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : **June 26, 2007 at 07:07 AM**
SEARCH TYPE : **VEHICLE**
YEAR : **2001**
Make : **FLEETWOOD**
Model : **MALLARD**

Make : FLEETWOOD**Model :** MALLARD**Year :** 2001**Manufacturer :** FLEETWOOD ENTERPRISES, INC.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** [REDACTED]**Number of Deaths:** 0**Date of Failure:** October 10, 2004**VIN :** 1EF1D372712...**Component:** SUSPENSION: MULTIPLE AXLE**Summary:**

FOUND BOTTOM OF FRAME BROKEN AT WELD FOR CENTER AXLE SPRING SUPPORT CAUSING CENTER PORTION OF FRAME TO BEGIN BUCKLING. *JB

**Office of Defects Investigation****Recalls - Search Results**

Report Date : **June 26, 2007 at 07:26 AM**
SEARCH TYPE : **VEHICLE**
Make : **FLEETWOOD**
Model : **TERRY 39D**

Make : FLEETWOOD**Model :** TERRY 39D**Year :** 2001**Manufacturer :** FLEETWOOD ENT., INC.**NHTSA CAMPAIGN ID Number :** [REDACTED]**Mfr's Report Date :** JUN 26, 2001**Component:** STRUCTURE:FRAME AND MEMBERS**Potential Number Of Units Affected :** 168**Summary:**

VEHICLE DESCRIPTION: TRAVEL TRAILERS EQUIPPED WITH THE BEDROOM SLIDE OPTION #966. THESE TRAVEL TRAILERS CAN EXPERIENCE TOWING INSTABILITY AT SPEEDS IN EXCESS OF 55 MPH.

Consequence:

IF THIS SITUATION IS NOT CONTROLLED IT COULD LEAD TO A LOSS OF VEHICLE CONTROL RESULTING IN PERSONAL INJURY AND/OR A VEHICLE CRASH.

Remedy:

DEALERS WILL EQUIPPED THE TRAVEL TRAILER WITH STEEL PLATES ALONG THE CHASSIS MAIN RAILS IN ORDER TO PROVIDE THE MAXIMUM TOWING PERFORMANCE POSSIBLE BY OPTIMIZING THE TONGUE LOAD. OWNER NOTIFICATION BEGAN JULY 6, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FLEETWOOD AT 1-800-445-3307.

Notes:

ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

A handwritten signature or set of initials, possibly "L. M.", is located in the lower right area of the page.



Office of Defects Investigation

Recalls - Search Results

Report Date : **June 26, 2007 at 07:24 AM**
SEARCH TYPE : **VEHICLE**
Make : **FLEETWOOD**
Model : **TERRY EX 30 5G**

Make : FLEETWOOD

Model : TERRY EX 30 5G

Year : 2001

Manufacturer : FLEETWOOD ENT., INC.

NHTSA CAMPAIGN ID Number : [REDACTED]

Mfr's Report Date : NOV 17, 2000

Component: STRUCTURE:FRAME AND MEMBERS

Potential Number Of Units Affected : 1090

Summary:

VEHICLE DESCRIPTION: FIFTH WHEEL TRAVEL TRAILERS. EXCESSIVE FLEXING AND/OR TWISTING OF THE CHASSIS STRUCTURE THAT SUPPORTS AND SECURES THE CENTER AXLE HANGERS CAN OCCUR. ABNORMAL TIRE WEAR AND TEARING OF THE CHASSIS MAIN RAILS OCCURS.

Consequence:

THIS CONDITION CAN LEAD TO A LOSS OF VEHICLE CONTROL, INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL REINFORCE THE CHASSIS BY ADDING STEEL SUPPORTS TO THE MAIN CHASSIS RAILS ABOVE THE CENTER AXLE HANGER AND WILL ADD A CROSS-MEMBER IN THE SAME AREA.

Notes:

OWNER NOTIFICATION BEGAN DECEMBER 27, 2000. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FLEETWOOD AT 1-800-445-3307. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



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- [Vehicle Floor Mats - Interference with Accelerator \(Gas\) and Brake Pedals](#)
- [Results of TC's September 2006 Survey of Seat Belt Use in Rural Areas of the Country](#)

Vehicle Recalls On-Line Database

Details of Recall #: 2001006



To determine if your vehicle was involved in a recall and has not been corrected, you should contact the manufacturer providing the vehicle's make, model, year and serial number.

Make: FLEETWOOD Model: TERRY EX Affected Year(s): 2000 2001 Units Affected: 173	TC Recall #: 2001006 Manufacturer: Campaign Code: 01117
Recall Details Certain trailers, when operated under severe conditions, experience excessive flexing and/or twisting of the chassis structure that supports and secures the center axle hangers. This condition will cause abnormal tire wear and tearing of the of the chassis main rails which in turn can lead to a loss of vehicle control and a possible crash. Correction: Trailers will be equipped with a main rail gusset and a cross chassis stiffener will be installed.	

[« Previous Recall](#)

[Next Recall »](#)

[New Search](#)

Other Vehicles Affected by this Recall:

Recall #	Make	Model	Years Affected
	FLEETWOOD	PROWLER LS	2000 2001
	FLEETWOOD	WILDERNESS GL	2000 2001



Last updated:

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- Vehicle Floor Mats - Interference with Accelerator (Gas) and Brake Pedals
- Results of TC's September 2006 Survey of Seat Belt Use in Rural Areas of the Country

Details of Recall #: 2002073

To determine if your vehicle was involved in a recall and has not been corrected, you should contact the manufacturer providing the vehicle's make, model, year and serial number.

Make: FLEETWOOD Model: TERRY Affected Year(s): 2001 Units Affected: 16	TC Recall #: 2002073 Manufacturer: Campaign Code: 20408
Recall Details Certain trailers may experience excessive flexing and/or twisting of the chassis structure that supports and secures the center axle hangers. Abnormal tire wear and tearing of the chassis main rails occurs. This condition can lead to a loss of vehicle control, increasing the risk of a crash. Correction: Dealers will reinforce the chassis by adding steel supports to the main chassis rails above the center axle hanger and will add a cross-member in the same area.	

« Previous Recall

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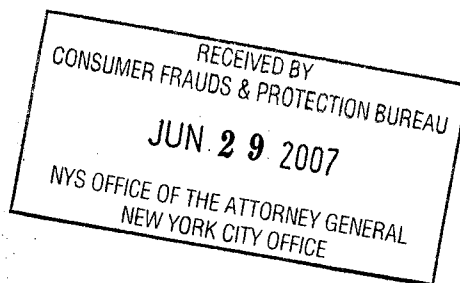
New Search

Other Vehicles Affected by this Recall:

Recall #	Make	Model	Years Affected
	FLEETWOOD	PROWLER	2001

Last updated:

Important Notices



June 27, 2007

[REDACTED]
Lockport, NY [REDACTED]

Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd. Floor
New York, NY 10271-0332

To Whom it may concern:

Please find my enclosed complaint form against Fleetwood Enterprises Inc. along with other documented complaints and recalls that are on file with the National Highway Traffic Safety Administration.

Fleetwood Enterprises Inc. is a manufacturer of recreation vehicles and travel trailers. You will find upon reviewing these documents that Fleetwood Enterprises Inc. consistently refuses to accept responsibility for defects in a critical safety component of their product, specifically the leaf spring and shackle assembly of the chassis.

I would appreciate any advice or assistance you can provide to me to recover monetary damages I incurred as a result of their defective product.

Thank you very much!

Respectfully,
[REDACTED]

Lockport, NY

OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS/PROTECTION
120 BROADWAY, 3RD FLOOR
NEW YORK, NY 10271-0332

RECEIVED BY
CONSUMER FRAUDS & PROTECTION BUREAU

JUN 29 2007

NYS OFFICE OF THE ATTORNEY GENERAL
NEW YORK CITY OFFICE