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AUG 27 PM 1:50

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

845-485-3924

ANDREW M. CUOMO
Attorney General

DIVISION OF REGIONAL OFFICES
POUGHKEEPSIE REGIONAL OFFICE

August 15, 2007

██████████
██████████
Yorktown Heights, NY ██████████

Our File Number: 2007-644849
Company: Fleetwood Enterprises

Dear ██████████

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 writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Mark T. Hoops
Bureau of Consumer Frauds
and Protection

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

AA
5810767
KB



R-451 0012/11
07-644849

**ATTORNEY GENERAL
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION**
285 Main Street
Toughkenstein, NY 12601-3194
Tel. (514) 485-3920 Fax (514) 482-3903

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7274 TDD (800) 788-9886
NEW YORK STATE
OFFICE OF THE ATTORNEY GENERAL

AUG 14 2007

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

CONSUMER FRAUDS
BUREAU OF CONSUMER FRAUDS AND PROTECTION

YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN		COUNTY	
Yorktown Heights		Westchester NY	
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
Fleetwood Enterprises		Baywood RV	
STREET ADDRESS		STREET ADDRESS	
3125 Myers Street		120 Clow Road	
CITY/TOWN		CITY/TOWN	
Riverside CA		Suffolk NY	
STATE		STATE	
CA		NY	
ZIP		ZIP	
92503		07761	
TELEPHONE NUMBER		TELEPHONE NUMBER	
951-351-3500		973-815-4961	
DATE OF TRANSACTION		DATE OF TRANSACTION	
3/23/06		3/23/06	
COST OF PRODUCT OR SERVICE		COST OF PRODUCT OR SERVICE	
\$ 674.96		\$ 674.96	
DATE OF TRANSACTION		DATE OF TRANSACTION	
3/23/06		3/23/06	
DID YOU SIGN A CONTRACT?		DID YOU SIGN A CONTRACT?	
☐ Yes ☒ No		☐ Yes ☒ No	
WHERE DID YOU SIGN THE CONTRACT?		WHERE DID YOU SIGN THE CONTRACT?	
At Home		At Home	
DATE SIGNED		DATE SIGNED	
3/23/06		3/23/06	
WAS PRODUCT OR SERVICE ADVERTISED?		WAS PRODUCT OR SERVICE ADVERTISED?	
☐ Yes ☒ No		☐ Yes ☒ No	
WHERE WAS IT ADVERTISED?		WHERE WAS IT ADVERTISED?	
In Newspaper		In Newspaper	
TYPE OF COMPLAINT (e.g., Car, Matt Order, etc. Use the reverse side of this form to provide details)			
Motor Home			
DATE YOU COMPLETED THE COMPANY OR INDIVIDUAL		DATE YOU COMPLETED THE COMPANY OR INDIVIDUAL	
5/3/06		5/3/06	
PERSON CONTACTED		PERSON CONTACTED	
Scott Wilhelm		Scott Wilhelm	
JOB TITLE		JOB TITLE	
Customer Service Rep.		Customer Service Rep.	
NATURE OF RESPONSE		NATURE OF RESPONSE	
Fleetwood Customer Services - warranty expired		Fleetwood Customer Services - warranty expired	
HAVE YOU SUBMITTED THIS MATTER TO ANOTHER AGENCY OR ATTORNEY? (If "Yes", give name and address)		HAVE YOU SUBMITTED THIS MATTER TO ANOTHER AGENCY OR ATTORNEY? (If "Yes", give name and address)	
☐ Yes ☒ No		☐ Yes ☒ No	
MANUFACTURER OF PRODUCT		MANUFACTURER OF PRODUCT	
Fleetwood Enterprises		Fleetwood Enterprises	
ADDRESS		ADDRESS	
3125 Myers Street		3125 Myers Street	
CITY/TOWN		CITY/TOWN	
Riverside CA		Riverside CA	
STATE		STATE	
CA		CA	
ZIP		ZIP	
92503		92503	
PRODUCT MODEL OR SERIAL NUMBER		PRODUCT MODEL OR SERIAL NUMBER	
1999 Fleetwood RV #751UX		1999 Fleetwood RV #751UX	
WARRANTY EXPIRATION DATE		WARRANTY EXPIRATION DATE	
3/23/06		3/23/06	
DID BUSINESS ASSURANCE FINANCING? (If "Yes", give name and address of bank or finance company)		DID BUSINESS ASSURANCE FINANCING? (If "Yes", give name and address of bank or finance company)	
☐ Yes ☒ No		☐ Yes ☒ No	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT Noticed rear fuel line, air return line
not secured to chassis as specified. Two letters
to manufacturer sent. Fuel line failed while
fueling vehicle in Homestead, Florida while on
vacation. ^{Gasoline poured onto ground.} Repair cost at Ford was \$674.96.
Fleetwood would not reimburse for fuel hose
line failure or secure fuel and air lines
as specified in their manufacturing build diagram.
Fuel line hose failure was a result of
Fleetwood not manufacturing vehicle safely
and to Fleetwood's own specifications. Vehicles
should be recalled and lines secured. Repairs do equal
To say that I should have reported failure within 1 year is bogus. For
WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) Report of fuel lines
to the original engineering specifications. ^{Reimbursement of repair}
8674.96.
WHO REFERRED YOU TO THIS OFFICE? Westchester County Consumer Affairs

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: [Redacted] Date: 8/11/07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Fraud and Protection
235 Main Street
Poughkeepsie, NY 12601-3194

May 3, 2006

Fleetwood Customer Relations
1010 Commerce Drive
Dunatur, Indiana 46733

I am the original owner of a 1999 Fleetwood Jamboree #1FDKE40S2XH [REDACTED]
Last November 2, I had my Jamboree repaired at Raywood RV Centers because I had noticed that the gas line from the fill to the fuel tank was never secured. Raywood had then secured the fuel fill line with banding steel. While fueling my Jamboree in March 22 2006 I noticed gasoline was pouring out above the fuel tank. The flexible fuel hose that attaches the fill line to the tank had broken allowing fuel to leak when filling the gas tank. The hose tear appeared as if years of an unsecured metal hose had finally worn through the flexible fuel line. Needless to say the repair of the fuel line by a Ford dealer cost me \$675 to repair because the gas tank had to be removed.

I would like to be reimbursed by Fleetwood the \$675 cost for this repair. Fleetwood's less than perfect attention to detail when this unit was built new was the cause of the poor workmanship on this vehicle. In fact an unsecured fuel line with leaking gasoline is a prescription for disaster. My January 14, 2001 letter to Fleetwood documenting this poor quality of workmanship includes "a piece of paneling in the stove exhaust flue" and "underbody propane brackets not fastened properly".

Thank you for your time.

[REDACTED]
[REDACTED]
Yeridown, NY [REDACTED]
[REDACTED]

Enclosures x2.



Driven to Explore

Fleetwood Customer Relations
8110 Commerce Drive, P.O. Box 1007
Decorah, Indiana 46733
Phone: (800) 322-6210 / Fax: (800) 286-1642
www.fleetwoodrv.com

May 17, 2006

[REDACTED]
Yorktown, NY [REDACTED]

FTN: 751VK5 [REDACTED] 1999 Jamboree

Dear [REDACTED]:

We are writing in response to your recent correspondence regarding the fuel fill concern you are having with your 1999 Jamboree motor home.

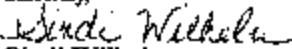
To ensure your request for assistance received the appropriate attention, your correspondence and warranty records have been thoroughly researched. We have been unable to locate any previous warranty claims that relate to un-secured fuel lines.

As you are probably aware, the Fleetwood warranty on your 1999 Jamboree motor home was for one year from the date of purchase or 15,000 miles, whichever occurs first. Your Fleetwood warranty pertaining to this area of concern expired on December 23, 1999. Fleetwood is not in a position to accept liability or offer warranty coverage after this period.

To ensure your request for assistance received the appropriate attention, your correspondence and warranty records have been thoroughly researched. We have been unable to locate any previous warranty claims that relate to un-secured fuel lines.

While we realize this may not be the answer you had anticipated, we are pleased to have you as the owner of a Fleetwood recreational vehicle. If you require further assistance, or need assistance in locating an authorized dealer, please do not hesitate to contact our toll-free number: (800) 322 - 3216.

Sincerely,


Sindi Wilhelm
Customer Service Representative

June 22, 2006

Elden L. Smith
President & CEO
Fleetwood Enterprises
3125 Myers Street
Riverside, CA 92503

Mr. Smith:

I am writing in regard to an unsecured fuel fill and return line on my 1999 Jamboree 29V. This 84 inches of fuel line was never secured to the chassis when this vehicle was built at the Fleetwood factory in late 1998. I am in possession of Fleetwood's Gas Fill Extension Install Infn engineering specification sheet, #704-01-92959 showing the six attachment points of the fuel and air return lines to the chassis. Not one of these attachment points was ever done. As a result I had a failure of the fuel flexi hose this past March. This hose failure resulted in gallons of gasoline spilled to the ground while fueling at a service station.

I have written to your Fleetwood Owner Relations without any satisfactory results. Enclosed are copies of this letter along with the service request at Raywood RV on 11/2/05 when I first noticed the problem and a repair of the failed fuel line hose at Homestead Ford on 3/23/06. I am asking for a repair of this rv to the original engineering specifications and a reimbursement of the \$675 cost to me of the fuel line repair.

I am writing to you with the wish that Fleetwood do right with me the original owner of this motor home. Upon a thorough examination of this vehicle you would be able to determine for yourself that the fuel lines were never secured at the factory on production of this vehicle.

Thank you for your consideration.

[REDACTED]
[REDACTED]
Yorktown, NY [REDACTED]
[REDACTED]

1999 Jamboree VIN # 751VXS [REDACTED]



Driven to Explore

Motorhead Chevy Suburban
1010 Cadmusway Drive, P.O. Box 11007
Denville, Indiana 46733
Phone: (800) 322-6810 / Fax: (800) 324-1842
www.fleetwood.com

July 13, 2006

██████████
YORKTOWN HEIGHTS, NY ██████████

FIN: 751VX5 ██████████

Dear ██████████:

We are writing in response to your letter addressed to Elden Smith, President and Chief Executive Officer of Fleetwood Enterprises, Inc. and our prior telephone conversations concerning your 1999 Jamboree motor home.

We regret to hear of your experiences with your Jamboree and apologize for any inconvenience. Despite our efforts to provide defect free products, we realize that service may be needed at some point. To ensure your request for assistance received the appropriate attention, your warranty records have been thoroughly researched.

As you are aware the Fleetwood warranty on your 1999 Jamboree motor home was for one year from the date of purchase or 15,000 miles, whichever occurs first. Unfortunately, as the warranty pertaining to the fuel fill concern we discussed expired on December 22, 1999, Fleetwood is not in a position to offer warranty coverage for this concern.

We hope you will understand the reason for our decision and encourage you to contact us at our toll free telephone number listed above if you have questions concerning this or any other matter.

Sincerely,


Shawn Widman

Customer Service Supervisor

Raywood RV Centers

Preliminary Task List

11155

Customer Name: [REDACTED]

1/38 23,415 mi

Vehicle

Key Tag: 10712

1989 Jamboree

1FBXE40S2XH [REDACTED]

2/1/99 Dwp

Current Odometer Reading: [REDACTED]

60326163

Prepared Date/Time

11/2/05 12:24 PM

Promised Date/Time

11/2/05 5:00 PM

Page 1 of 2

Cust. winterized

1 EXTENDED WARRANTY This is a Customer Pay

927-561-9730 Fax
R Claimant

Auth 675.75

-100.1
575.75

2 SHOWER CRACKED ON WALL This is a Customer Pay

ext. warr. Auth 328.533-228.965

2-3560
1-1327
1-3658
1-5363

(GP) 3/16

5.5 HR

596.00 4 hrs.

335.75

PICTURE IN SYSTEM

3 AWNING GETS STUCK This is a Customer Pay

Call with price

188.00 2 hrs

Est 175.00

Am 150.00

SPRINGS

R/ROOF SPRINGS 3/16 (GP)

4 BEHIND WHEELS, BRACKETS LOOK RUSTED AND FALLING AP This is a Customer Pay

ext. warr.

Call with price

?? (GP) IS THIS BRACKET THAT MUD FLAP IS ATTACHED TO. ????

5 LINE TO BACK GAS LINE This is a Customer Pay

BANGING AGAINST SUSPENSION

ATTACHED TO CHASSIS WITH BANDING STEEL

OK (GP)

11/2/05

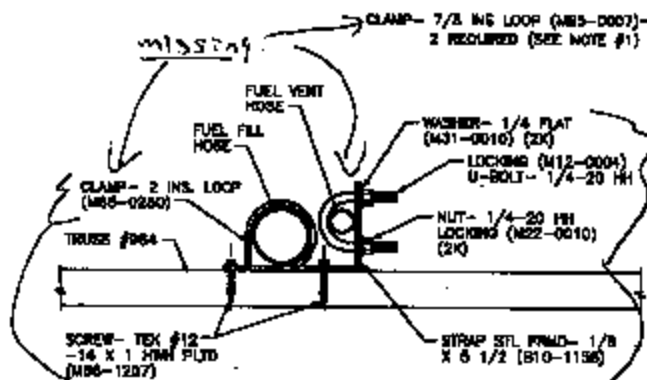
6 CAN DRAG BARS BE WELDED? This is a Customer Pay

(GP) ? WHAT IS THIS?

Copy

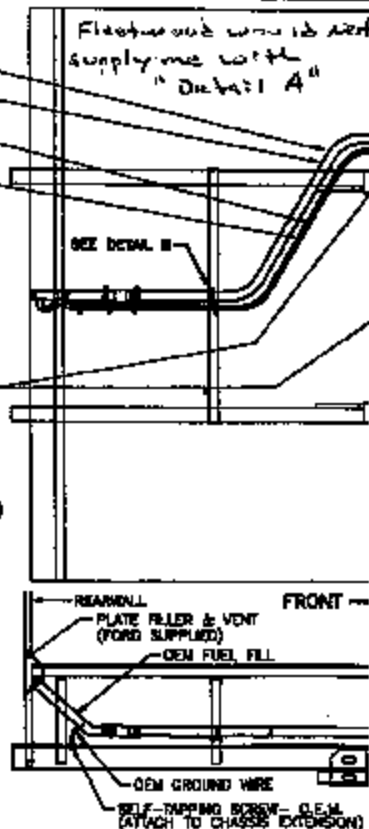
S.C. RELEASE	DESCRIPTION	DATE	BY	REVISION	DATE	BY
				3/4" = 1'-0"		DR T - FLZ
				W/CD N.	01-28-88	JA - F.L.V.
				00704300		
99-00		01-28-88	TW	01/28/88 08:08:25 770000		

Shown without,
4/1/06

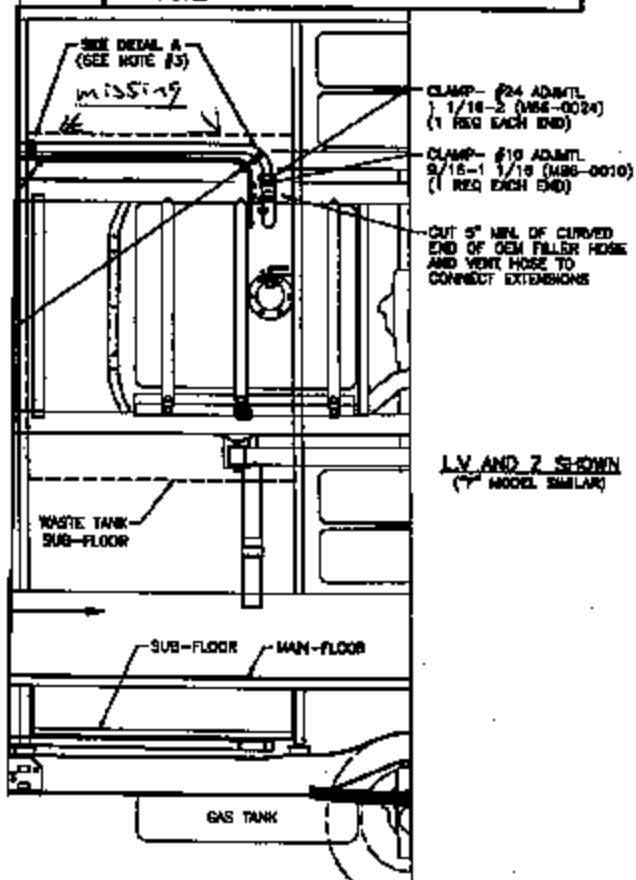


DETAIL B

SCALE: 1/2" = 1'-0"



	FLEETWOOD 704-01-82959
RECREATIONAL VEHICLE GROUP	SHEET 2 OF 2
FIELD	GAS FILL EXTENSION INSTALL INFO
	~FORD~



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**