



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

FOR AGENCY USE ONLY 100148

Date Received

7:26

01-OCT-2007

Repository ☐

Reference No.

10204524

OWNER INFORMATION (Type or Print)

Name

Address

City

YORKTOWN HEIGHTS

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorization, please print name or address to the vehicle manufacturer.

Signature of Owner

Date 10/12/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FDXE40S2X

Make

FLEETWOOD

Model

JAMBOREE

Model Year

1999

Date Purchased

25-DEC-98

Dealer's Name and Telephone Number

Raywood RV
1-800-875-7118

Engine:

No: Cylinders 10

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Sussex, NJ

State

NJ

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

REAR WHEEL DRIVE

AUTOMATIC

☒ Cruise Control

Vehicle Component Code

071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-MAR-2006

Failure Mileage

44447

Failure Speed

0

Flexible Fuel Line

-84" fuel fill, air return not secured to chassis

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 1999 FLEETWOOD JAMBOREE. WHILE PLACING FUEL IN THE TANK, THE FUEL BEGAN LEAKING ON THE GROUND. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE METAL FUEL LINE CRACKED BECAUSE IT WAS NOT SECURED. THE DEALER REPLACED THE FUEL LINE. THE CONTACT HAS ALL OF THE REPAIR INVOICES. THE FAILURE MILEAGE WAS 44,447 AND CURRENT MILEAGE WAS 54,000.

2) Fueling vehicle at service station
2) 84" of steel fuel fill and air return fuel line not secured to chassis as per Fleetwood Engineering specifications. Steel fuel line from fill point to fuel tank not secured in any location. Secured to fill location and fuel tank only

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 to 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.

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

by flexible short fuel line, each end of steel fuel pipe. flexible fuel (rubber) line at fuel tank failed causing fuel to pour onto ground while fueling vehicle. Estimate 5 gallons fuel on ground.
3) Vehicle taken to Ford Service following day. fuel tank removed, short flexible fuel line replaced.

Request to Fleetwood to have fuel line secured to engineering design specifications, denied by Fleetwood. ATTACH ADDITIONAL SHEETS IF NECESSARY. Reason: out of warranty.

Attached: Ford repair invoice, 2 letters to Fleetwood, Daywood RV repair invoice. Fleetwood letter NY 4th general Fleetwood engineering specification.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

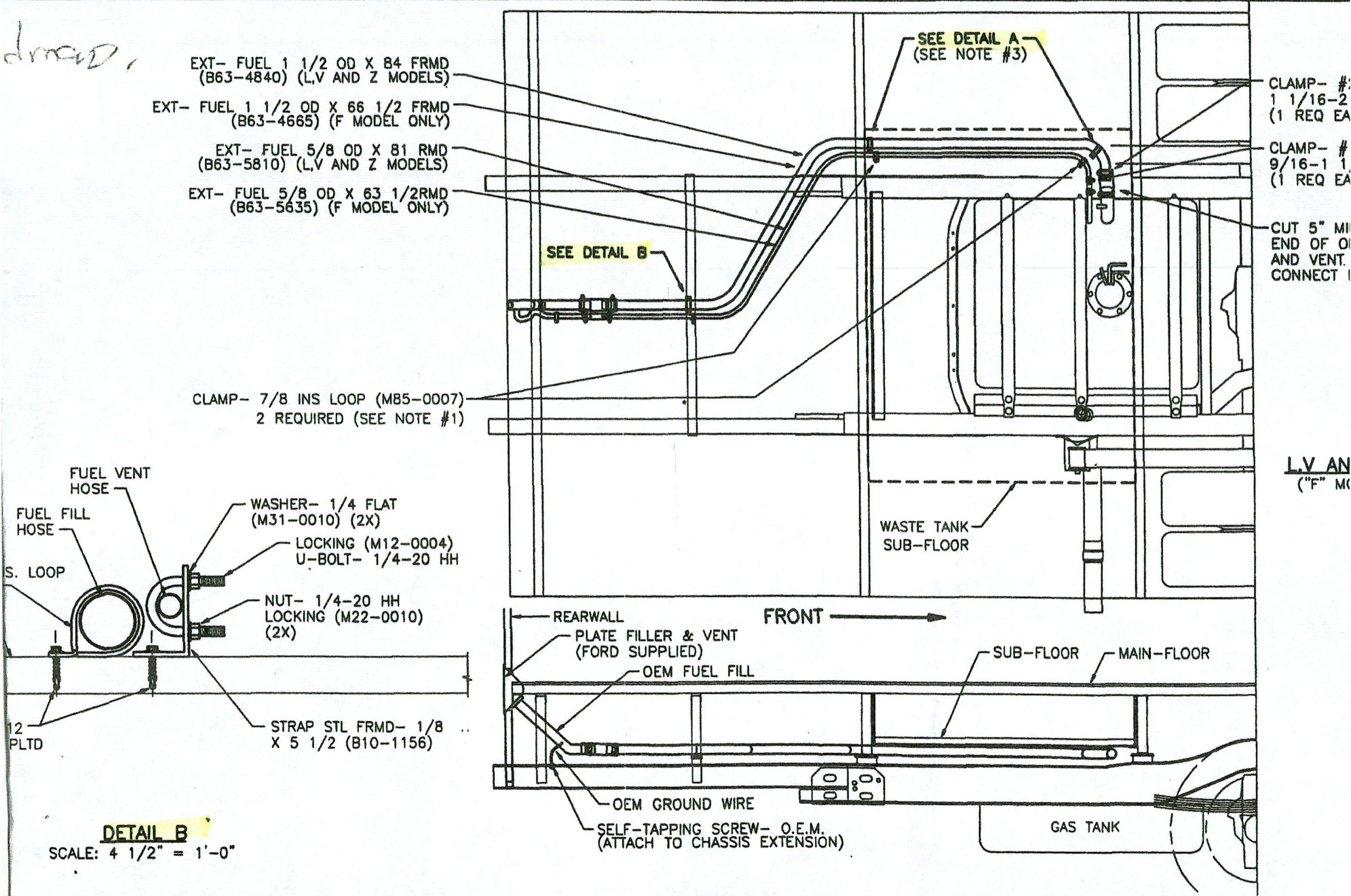
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



DESCRIPTION	DATE	BY	SCALE: 3/4" = 1'-0"	USED ON: TI - F,L,Z	FLEETWOOD RECREATIONAL VEHICLE GROUP TITLE: GAS FILL EXTENSION INSTALL INFO -FORD-	PAGE NO. 704-01-9 SHEET 2
			DRAWN: Mike M.	DATE: 01-28-98		
			PROJECT: 99704500	JA - F,L,V		
	01-29-98	TW	PLOT: 01/29/98 09:06:26 77webbt	AUX. INFO.		



Customer Name

Vehicle

Key Tag: 10712

1999 Jamboree

1FDXE40S2X

2/1/99 DOP

Current Odometer Reading:

60326163

Prepared Date/Time

11/2/05 12:24 PM

Promised Date/Time

11/2/05 5:00 PM

Page 1 of 2

Just winterized

1 EXTENDED WARRANTY This is a Customer Pay

Auth

2 SHOWER CRACKED ON WALL This is a Customer Pay

ext. warr.

Auth # 328333-228965

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

(GP) 3/16

5.5 HR

PICTURE IN SYSTEM

3 AWNING GETS STUCK This is a Customer Pay

SPRINGS

call with price

2 hrs

Est
Ret

R/R COST SPRINGS

3/16

ext. warr.

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

call with price

?? (GP) IS THIS BRACKET THAT MOD 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)
25
11/17/05

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

(GP) ? WHAT IS THIS ?

May 3, 2006

Fleetwood Customer Relations
1010 Commerce Drive
Decatur, Indiana 46733

I am the original owner of a 1999 Fleetwood Jamboree #1FDXE40S2X [REDACTED]
Last November 2, I had my Jamboree repaired at Rayewood RV Centers because I had noticed that the gas line from the fill to the fuel tank was never secured. Rayewood 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 [REDACTED] to repair because the gas tank had to be removed.

I would like to be reimbursed by Fleetwood the [REDACTED] 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]
Yorktown, NY
[REDACTED]

Enclosures x2.



Driven to Explore

Fleetwood Owner Relations
1010 Commerce Drive, P.O. Box 1007
Decatur, Indiana 46733
Phone: (800) 322-8216 / Fax: (800) 294-1642
www.fleetwoodrv.com

May 17, 2006

[REDACTED]
Yorktown, NY [REDACTED]

FIN: 751VX52 [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

Sindi Wilhelm

Customer Service Representative

June 22, 2007

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 Info engineering specification sheet. #704- [REDACTED] 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 Rayewood 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 [REDACTED] 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]
Yorktown, NY [REDACTED]

[REDACTED]
1999 Jamboree FIN # 751VX5 [REDACTED]



Driven to Explore

Fleetwood Owner Relations
1010 Commerce Drive, P.O. Box 1007
Decatur, Indiana 46733
Phone: (800) 322-8216 / Fax: (800) 294-1642
www.fleetwoodrv.com

July 13, 2006

[REDACTED]
YORKTOWN HEIGHTS, NY [REDACTED]

FIN: 751VX [REDACTED]

Dear [REDACTED]

We are writing in response to your letter addressed to [REDACTED] 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
Shawn Widman

Customer Service Supervisor



Driven to Explore

Fleetwood Owner Relations
1010 Commerce Drive, P.O. Box 1007
Decatur, Indiana 46733
P: 800.322.8216 / www.fleetwoodrv.com

September 10, 2007

Mark T. Hoops
Bureau Of Consumer Frauds and Protection
Office of the Attorney General
235 Main Street, 3rd Floor
Poughkeepsie, NY 12601

Ref: [REDACTED]

1999 Jamboree 751VX5 [REDACTED]

Dear Mr. Hoops:

We are writing in response to your recent correspondence regarding Mr. [REDACTED] 1999 Jamboree motor home. We appreciate the opportunity to respond.

We regret to hear of [REDACTED] experiences with his Jamboree motor home. To ensure [REDACTED] request for assistance received the appropriate attention, all warranty records pertaining to his motor home have been thoroughly researched.

The Fleetwood warranty on [REDACTED] 1999 Jamboree motor home was for one year from the date of purchase or 15,000 miles, whichever occurs first. As discussed earlier with [REDACTED] the warranty pertaining to the fuel fill concern expired on December 22, 1999. Fleetwood is not in a position to offer warranty coverage for this concern.

We appreciate the time you have taken to write us on behalf of [REDACTED]. 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
Shawn Widman

Fleetwood Owner Relations Supervisor

cc: [REDACTED]

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).