



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: 12-AUG-2008
Repository:
Reference No.: 10237884

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: YUMA State: AZ Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FDXE45S47 [REDACTED]
Make: FLEETWOOD Model: JAMBOREE Model Year: 2008
Date Purchased: Feb 2008 Dealer's Name and Telephone Number: R.V. World - M. Ke Green 928-726-6600
Original Owner: Dealer's City: Yuma State: AZ Zip Code: 85365 Engine: 8 No: Cylinders: 8 Fuel Type: GAS
Transmission Type: Auto Antilock Brakes Cruise Control Powertrain: _____ Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-AUG-2008 Failure Mileage: 1400 Failure Speed: 0

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 2008 FLEETWOOD JAMBOREE 29V. THE CONTACT STATED THAT WHILE HIS SPOUSE WAS DRIVING SHE EXPERIENCED VERY HOT HEAT NEAR THE ACCELERATOR PEDAL AND COULD NOT CONTINUE TO DRIVE THE VEHICLE, THE HUSBAND HAD TO CONTINUE TO DRIVE TO THEIR DESTINATION. FLEETWOOD IS AWARE OF THE DESTINATION. THE DOG HOUSE GETS EXTREMELY HOT. THE CURRENT MILEAGE IS 1500 AND THE FAILURE MILEAGE IS 1400. [REDACTED]

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)

ADVANCE TRUCK & AUTO - IN YUMA, AZ 928-329-6825 - FORD WARRANTY REPAIR SHOP - CALLED FORD TO CHECK ON WARRANTY FOR DOGHOUSE COVER - REPAIR SHOP STATED THAT FORD WOULD NOT WAIVER BECAUSE FLEETWOOD MOTORHOME WOULD NOT PAY - FLEETWOOD DISCONTINUED PUTTING HEAT SHIELDS IN DOGHOUSE - REPAIR SHOP STATED THAT THIS IS AN ON-GOING PROBLEM WITH CLASSIC MOTORHOMES SOMEONE WILL GET THEIR LEG OR FOOT BURNED IN THE FUTURE DUE TO THIS PROBLEM - I FEEL THIS IS A MANUFACTURER PROBLEM AND NOT THE DEALER RESPONSIBILITY TO RESOLVE - ANY ASSISTANCE IN THIS MATTER IS APPRECIATED

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

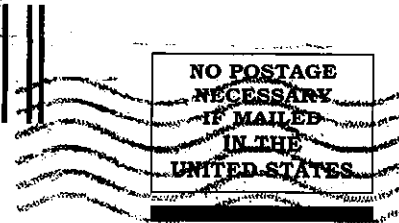
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

PHOENIX AZ 850

21 AUG 08 PM 1 T



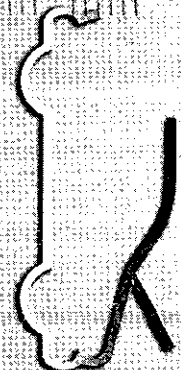
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



Think your vehicle has a safety defect?



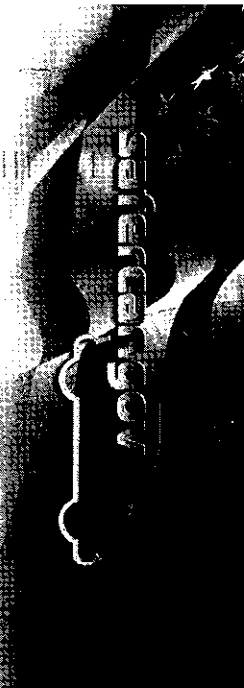
**If so:
Use the enclosed form to file a report.**

**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



Fleetwood Motor Home of California
P.O. Bo 7638, 3125 Myers Street
Riverside, CA. 95213-7638

August 19, 2008

To whom it May Concern:

It has been brought to my attention that RV World the Fleetwood Dealer in Yuma, AZ, received a negative report, based on a survey, that was received from me, stating that I would not do business with them again.

I would like to clear up any misunderstanding regarding the proposed survey. I never received a survey in the mail. I did receive a call from the Fleetwood Motor Home call center asking about my satisfaction with the motor home that I had purchased from RV World, I place emphasis on motor home and not RV World Dealership, no questions were ever asked about the dealer

Let me now begin with the concerns that I expressed to the call center representative about the motor home, that were resolved by the dealer, that I felt was a manufacture and quality control responsibility;

1. Mattress/pillows had to be replaced
2. Fresh water handle had to have a special tool made to open and close it
3. Trojans batteries did not have a one year warranty from date of purchase
(Fleetwood contacted RV World service to resolve this problem)

There were other issues that have been addressed by RV World to my satisfaction.

The big issue at the present, is the doghouse, it gets extremely hot. When my wife was driving she could not keep her foot on the gas pedal. I contacted Advance Truck and Auto the Ford warranty repair shop in Yuma, AZ. Phone number 928-329-6825. They called Ford about the problem and the repair shop responded by telling me that Fleetwood would not pay for a heat shield to be put in the doghouse by Ford, and when asked if this was a problem with Class C motor home, it was expressed that it is on going problem leaving me to deal with a problem that is not mine or the dealers responsibility.

In closing, I have known Mike Green for years, and have always received prompt courtesies from Mr. Green and his and his sales staff.

If I ever had an issue with RV World, Mike Green or his agency, his office was always open and we could sit down and resolve any issues. For someone to send a report that I would never do business with this company, has made a serious error in their report and it should be rectified as soon as possible. I like to keep my business as local and I definitely would use RV World to maintain the coach.

In the future, it would be appreciated if your call center or Fleetwood Motor Home division would send a survey, so I can respond in writing. I think an apology to RV World and Mike Green is in order and the rating of his Company being adjusted accordingly.

Sincerely,

[REDACTED]

[REDACTED]
Yuma, AZ. [REDACTED]

[REDACTED]
cc: Mike Green, General Manager/Owner
RV World
5875 E. Gila Ridge Rd.
Yuma, AZ. 85365