

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire TO REPORT VEHICLE SAFETY DEFECTS

Call: 888-327-4236

Visit: www.safercar.gov

Fax this form: 202-366-7882 or 202-366-3171

Mail this form: see page 2 for instructions

FOR AGENCY USE ONLY

Date Received

Repository ☐

Reference No.

10314296

OWNER INFORMATION (Type or Print)

Daytime Telephone Number

Name

Street No.

Apt. No.

City GARDNERVILLE

State NY

Zip Code

E-mail

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of authorization, NHTSA will not release this information to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.

Signature of Owner

Date 9/20/09

VEHICLE INFORMATION

17 digit VIN number located at bottom of windshield on driver's side

Make

Model

Year

Current Mileage

4VZAT1C9980

FLEETWOOD
AMERICAN

EAGLE

2008

20000

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

02-07-08

ISLAINE JENSEN RV

Cummins

☒ Diesel ☐ Hybrid☒ Original Owner

Dealer's City

State

Zip Code

No. Cylinders

☐ Gas ☐ Other

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Rear-Wheel Drive☐ Manual☒ Cruise Control☐ All-Wheel Drive☐ Four-Wheel Drive☒ Automatic

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name

Incident Date(s)

Failure Mileage

Failure Speed

Failure Location

☐ Driver ☐ Passenger☐ Front ☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand

Tire Model/Line

Tire Name

Tire Size (Example: P215/65R1105)

Failed Structure

☐ Tread ☐ Sidewall ☐ Bead

DOT No. (Example: DOT MAL9ABC036 on sidewall)

☐ Original Equipment☐ Prior Repair

Failure Type:

☐ Blowout ☐ Blister ☐ Crack ☐ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make

Date Manufactured

Model Number and Name

Seat Type

☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other

Installed in Vehicle using the:

Failed Part. Describe Failure Below

☐ Base ☐ Harness/Buckle ☐ LATCH Connector ☐ Shell ☐ Handle ☐ Other☐ Vehicle safety belt☐ LATCH system*

*Vehicle info required

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

Number of Deaths

Police Report No.

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

See ATTACHMENT

Continue on page 2.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

ATTACHMENT TO NHTSA VEHICLE OWNER'S QUESTIONNAIRE

Owner:

Gardnerville, NV

We purchased our new Fleetwood American Eagle 45 ft. motorhome on March 27, 2008. My motorhome will not carry the manufacturer's printed and certified CCC, and presents a very dangerous situation.

I request that the NHTSB send out notices to owners of 2007, 2008 and some 2009 Fleetwood American Coach 42 ft. and 45 ft. motorhomes with 14,600 front axles. These notices should say that the affected coaches should carry minimal water, cargo, and $\frac{1}{2}$ fuel. This notice should go out before anyone is seriously injured, or killed. There are approximately 200 to 300 affected vehicles; about 30 of these vehicles are sitting on dealers lots, unsold. Most people, and many of the affected coach owners, don't even know they have a problem.

Here are the details for my particular coach.

The manufacturer originally weighed the coach on 3/13/08 with $\frac{1}{8}$ fuel level. At that time, the weight was:

- ✓ At the right front tire, 6,220 lbs
- ✓ At the left front tire, 5,910 lbs
- ✓ For a total of 12,130 lbs on the front axle (see Exhibit #1)
- ✓ There was no dinette table in the motorhome at the time

On 3/27/08, before accepting the coach, we had the manufacturer weigh the motorhome, this time with full water, propane and fuel. This time, the weight was:

- ✓ At the right front tire, 6,850 lbs
- ✓ At the left front tire, 6,510 lbs
- ✓ For a total of 13,360 lbs on the front axle (see Exhibit #2)
- ✓ At this time, there was still no dinette table, no cabinets over the desk (which had been removed due to wrong dimensions), no passengers, no cargo in the motorhome.
- ✓ The total gross weight of the coach was then 40,315 lbs

We transferred our cargo from our old motorhome to our new motorhome, and on 4/10/08 had the manufacturer re-weigh our coach with $\frac{3}{4}$ fuel level, full fresh water, full propane, $\frac{1}{4}$ black water, empty gray water, and two passengers whose weight totaled 450 lbs. Now, the coach weight was:

- ✓ At the right front tire, 7,535 lbs
- ✓ At the left front tire, 7,253 lbs
- ✓ For a total of 14,788 lbs on the front axle (see Exhibit #3)
- ✓ At this time, there was still no dinette table, and no cabinets over the desk
- ✓ The total gross weight of the coach was now 43,410 lbs

By comparing the weight data in Exhibits 2 and 3, the difference in gross weights of the coach (GVW) shows that our actual cargo and passenger weight totaled 3,095 lbs.

Exhibit #4 shows the computed cargo carrying capacity (CCC) of our motorhome is 4,092 lbs, after factoring in full water, propane and fuel. The Federal CCC standard considers that 308 lbs of passenger weight is factored into the computation of each motorhome's available CCC; any passenger weight in excess of 308 lbs is deemed part of the coach's available cargo. To arrive at our motorhome's still available cargo carrying capacity, we need to do the following:

- Adjust our actual cargo/passenger weight of 3,095 lbs downward by 308 lbs, to a revised and comparable CCC weight of 2,787 lbs.
- Compare our certified CCC of 4,092 lbs to our revised, actual weight of 2,787 lbs, which shows a difference of 1,305 lbs.

Accordingly, we should be able to load our motorhome with an additional 1,305 lbs of cargo, and remain within the certified CCC of our coach. However, we are now limited by our front axle rating.

According to Exhibit #5, our motorhome's front axle is rated as follows:

- ✓ At each front tire, 7,300 lbs
- ✓ A total of 14,600 lbs on the front axle

Thus, our motorhome had already reached, and slightly exceeded, the front axle rating. If we attempted to reach our certified CCC, we would far exceed the front axle rating and end up with an overloaded front axle.

On or about 4/10/08, while still at the Fleetwood factory, I met with Eric Dick, Fleetwood's engineer in charge of weights and balances, about my motorhome's front axle/CCC problem. Mr. Dick advised me that Fleetwood had been aware of the front axle underrating problem since early 2007, and had requested that the front end manufacturer (Tuthill) look at upgrading these problem front axles to a 15,200 axle. In addition, because of this front axle problem, Fleetwood was moving to a 16,600 front axle for the 2009 models. Finally, Mr. Dick also advised me that the longer the motorhome, the greater the front axle problem becomes.

Upon my request to have my front axle upgraded to the 15,200 rating, and following many discussions with Doug Haas (Fleetwood head engineer) and Chuck Wilkinson (Fleetwood VP, Motorhome Division and head of Production), Fleetwood agreed to the front axle upgrade as long as I was willing to pay for it.

On May 30, 2008, following Fleetwood completed the 15,200 upgrade to my front axle (see Exhibits #6 and #7). At that point, I had my motorhome re-weighed with full fuel, full water, full propane, empty waste water tanks, two passengers whose weight totaled 450 lbs, now-installed dinette table, and now-installed cabinets over the desk. Now the coach weight was:

- ✓ A total of 15,000 lbs on the front axle (see Exhibit #8)
- ✓ The total gross weight of the coach was now 44,000 lbs

On June 6, 2009, after giving up on the many promises by the manufacturer to address our front axle problem, I reloaded my motorhome with my remaining normal cargo, and re-weighed it with full fuel, full water, full propane, empty waste water tanks, two passengers whose weight totaled 450 lbs, and with a tow vehicle attached. The coach front axle now weighed:

- ✓ A total of 15,560 lbs on the front axle (see Exhibit #9)

Now I must travel with $\frac{1}{2}$ fuel and minimum water to stay under the 15,200 rated axle limit.

EXHIBIT #1

Fleetwood Plant 44

Vehicle ID 4403052

Employee # LB

Fuel Level 1/8

7:30AM

3-13-08

TICKET NUMBER 1640

RSF 6220

DSF 5910

RSR 8545

DSR 8890

RST 14765

DST 14800

F_AXLE 12130

R_AXLE 17435

DIFFERENCE 35

29565 lb GROSS

Fleetwood Plant 44

Vehicle ID 4403052

Employee # LB

Fuel Level 1/8

7:31AM

3-13-08

TICKET NUMBER 1641

RSF 6240

DSF 5930

RSR 12485

DSR 13500

RST 18725

DST 19430

F_AXLE 12170

R_AXLE 25985

DIFFERENCE 705

38155 lb GROSS

EXHIBIT #2

Fleetwood Plant 44

Vehicle ID 4403052

Employee # BA

Fuel Level FULL

1:27PM

3-27-08

TICKET NUMBER 1700

RSF 6850

DSF 6310

RSR 8975

DSR 9100

RST 15825

DST 15610

F_AXLE 13360

R_AXLE 18075

DIFFERENCE 215

31435 lb GROSS

Fleetwood Plant 44

Vehicle ID 4403052

Employee # BA

Fuel Level FULL

1:30PM

3-27-08

TICKET NUMBER 1701

RSF 6865

DSF 6630

RSR 12865

DSR 13935

RST 19750

DST 20565

F_AXLE 13515

R_AXLE 26800

DIFFERENCE 815

40315 lb GROSS

12865
13,935

EXHIBIT #3

Fleetwood Plant 44

Vehicle ID 443052

Employee # CM

Fuel Level 3/4

2:29PM

4-10-08

TICKET NUMBER 1732

RSF 7535

DSF 7253

RSR 9310

DSR 9740

RST 17045

DST 16995

F_AXLE 14790

R_AXLE 17250

DIFFERENCE 50

34040 lb GROSS

Fleetwood Plant 44

Vehicle ID 443052

Employee # CM

Fuel Level 3/4

2:31PM

4-10-08

TICKET NUMBER 1733

RSF 7545

DSF 7365

RSR 13730

DSR 14770

RST 21275

DST 22135

F_AXLE 14910

R_AXLE 28500

DIFFERENCE 860

43410 lb GROSS

EXHIBIT #4

39074
996
130

40,200

44,600

40,200

4,400

	Pounds	Kilograms
GVWR	44600	20248
UVW	39074	17739
SCWR	986	452
CCC	130	59
GAWR	408	140
GTW	4092	1858

For this motor home:
Proper installed equipment and towed vehicle tongue weight will reduce CCC.
Consumers should request such information from the dealer.
All weights and capacities are approximate.

GVWR	59600	27058
FRONT GAWR	14600	6628
REAR GAWR (includes capacity of the tag axle if so equipped)	30000	13620
GTW	15000	6810

HITCH RATING	MAX. TONGUE WEIGHT	HITCH RATING
w/ weight carrying hitch	750 lbs.	7500 lbs.
w/ weight distributing hitch	1500 lbs.	15000 lbs.

GVWR (Gross Vehicle Weight Rating): Is the the maximum permissible weight of this fully loaded motor home. The GVWR is equal to or greater than the sum of the Unloaded Vehicle Weight plus the Cargo Carrying Capacity.

UVW (Unloaded Vehicle Weight): Is the weight of this motor home as manufactured at the factory with full fuel, engine oil, and coolant.

SCWR (Sleeping Capacity Weight Rating): Is the manufacture's designated number of sleeping positions multiplied by 154 pounds (70 kilograms).

CCC (Cargo Carrying Capacity): Is equal to GVWR minus each of the following: UVW, full fresh (potable) water weight (including water heater), full propane weight and SCWR.

GCWR (Gross Combined Weight rating): means the value specified by the motor home manufacturer as the maximum allowable loaded weight of this motor home and any towed trailer or towed vehicle. Towing and braking capacities may differ. Refer to Fleetwood and chassis manufacturer manual(s) for complete information.

GAWR (Gross Axle Weight Rating): means the maximum permissible loaded weight a specific axle is designed to carry.

GTW (Gross Towed Weight): Is the maximum loaded weight of a trailer or car this motor home with equipped hitch has been designated to tow. GTW cannot be increased by changing the trailer hitch.

HITCH RATING means the maximum weight capacity of the trailer hitch equipped with this vehicle. The GCWR of the motor home must never be exceeded, even if the towed trailer or towed vehicle weight is less than the hitch rating.

MAX. TONGUE WEIGHT: means the maximum permissible downward force exerted on the hitch ball by the towed vehicle coupler.

WARNING: The Heaviest Loaded Motor Home With All Passengers, Goods, Water, Driver And Towed Vehicle Must Not Exceed Any Of The Following:

- 1.) The gross vehicle weight rating (GVWR)
- 2.) The gross combined weight rating (GCWR)
- 3.) The front/rear gross axle weight ratings (GAWR'S)
- 4.) The individual tire and wheel ratings.

Fleetwood has designed its recreational vehicles to provide a variety of uses for its customers. Each vehicle features optimal seating, sleeping, storage and fluid capacities. The user is responsible for selecting the proper combination of loads to ensure that the recreational vehicle's capacities are not exceeded.

WARNING! CONSULT MOTOR HOME AND CHASSIS MANUFACTURER'S OWNER/ OPERATOR MANUAL(S) FOR SPECIFIC WEIGHING INSTRUCTIONS AND TOWING GUIDELINES, INCLUDING AUXILIARY BRAKE REQUIREMENTS FOR ANY TOWED TRAILER OR TOWED VEHICLE.
Revised 04/08/2006

EXHIBIT #5

FEDERAL CERTIFICATION TAG

MFD BY: Fleetwood Motor Homes of Indiana

DATE MFD: MAR/08

INC VEH MFD BY: Spartan Chassis 500 HP

DATE OF VEH MFD: Jan/08

GVWR: 20273 KGS(44600 LBS)

FRONT GAWR: 6636 KGS(14600 LBS)

WITH: 22.5X8.25 RIMS
295/80R22.5 TIRES AT: 827 KPA COLD SINGLE
(120 PSI)

INTERMEDIATE 9091 KGS(20000 LBS)

GAWR: WITH: 22.5X8.25 RIMS
295/80R22.5 TIRES AT: 655 KPA COLD
(95 PSI)

REAR GAWR: 4545 KGS(10000 LBS)

WITH: 22.5X8.25 RIMS
295/80R22.5 TIRES AT: 586 KPA COLD
(85 PSI)

GAWR COMBINED
INTERMEDIATE
AND REAR

13636 KGS(30000 LBS)

THIS VEHICLE HAS BEEN COMPLETED IN ACCORDANCE WITH THE
PRIOR MANUFACTURERS' IVD WHERE APPLICABLE. THIS VEHICLE
CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY
STANDARDS, IN EFFECT IN JAN/08

V.I.N.

4VZAT1C9980

TYPE VEHICLE: MULTI-PURPOSE PASSENGER VEHICLE

The tires and wheels with sizes and ratings
designated above have been equipped with this
vehicle by Fleetwood. Any replacement tires installed
must meet the same specifications and minimum load
requirements.

EXHIBIT #6

FEDERAL CERTIFICATION TAG

MFD BY: Fleetwood Motor Homes of Indiana, Inc.
DATE MFD: MAR/08
INC VEH MFD BY: Spartan Custom Chassis
DATE OF VEH MFD: JAN/08

GVWR: 20503 **KGS(** 45200 **LBS)**

FRONT GAWR: 6895 **KGS(** 15200 **LBS)**
WITH: 9.00X22.5 **RIMS**
315/80R22.5 **TIRES AT:** 827 **KPA COLD SINGLE**
(120 **PSI)**

INTERMEDIATE GAWR: 9072 **KGS(** 20000 **LBS)**
WITH: 8.25X22.5 **RIMS**
295/80R22.5 **TIRES AT:** 620 **KPA COLD**
(90 **PSI)**

REAR GAWR: 4536 **KGS(** 10000 **LBS)**
WITH: 8.25X22.5 **RIMS**
295/80R22.5 **TIRES AT:** 551 **KPA COLD**
(80 **PSI)**

**GAWR COMBINED
INTERMEDIATE
AND REAR**

13608 **KGS(** 30000 **LBS)**

**THIS VEHICLE HAS BEEN COMPLETED IN ACCORDANCE WITH THE
PRIOR MANUFACTURERS' IVD WHERE APPLICABLE. THIS VEHICLE
CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY
STANDARDS, IN EFFECT IN JAN/08**

V.I.N. 4VZAT1C9980

TYPE VEHICLE: MULTI-PURPOSE PASSENGER VEHICLE

**The tires and wheels with sizes and ratings
designated above have been equipped with this
vehicle by Fleetwood. Any replacement tires installed
must meet the same specifications and minimum load
requirements.**

W15-0019

PRODUCT	AMERICAN EAGLE	YEAR 2008	MODEL D	F.I.N. 719D84403052	
GVWR				pounds	(kilograms)
minus UVW				45200	20521
minus fresh water weight of 120 gallons @ 8.3 lb / gal				39074	17739
minus propane weight of 31.0 gallons @ 4.2 lb / gal				996	452
minus SCWR of 2 persons @ 154 lb / person				130	59
				308	140
CCC for this motor home *				4692	2130

* Dealer installed equipment and towed vehicle tongue weight will reduce CCC
 Consumer's should request such information from the dealer.
 All Weights and Capacities are approximate.

GCWR				
FRONT GAWR			60200	27331
REAR GAWR	(Includes capacity of the tag axle if so equipped)		15200	6901
GTW			30000	13620
			15000	6810
HITCH RATING	MAX. TONGUE WEIGHT	HITCH RATING		
w/ weight carrying hitch				
w/ weight distributing hitch	750 lbs.	7500 lbs.		
	1500lbs.	15000 lbs.		

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- 3.) The front/rear gross axle weight ratings (GAWR'S)
- 4.) The individual tire and wheel ratings.

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WARNING: CONSULT MOTOR HOME AND CHASSIS MANUFACTURER'S OWNER/OPERATOR

EXHIBIT #8

55583055

TICKET NUMBER



**CERTIFIED
AUTOMATED
TRUCK
SCALE**

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

1543

55583055

PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

SCALE

LOCATION:

1044

DECATUR TRAVEL PLAZA

HWY 27 AND 13TH STREET * GROSS WEIGHT

DECATUR IN

* The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale.

DATE:

5-30-2008

STEER AXLE

15000 1b

DRIVE AXLE

17560 1b

TRAILER AXLE

9440 1b

44000 1b

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED

FREIGHT ALL KINDS

COMPANY AMERICAN EAGLE LINES

TRACTOR # 3052

TRAILER # 3052

FEE

\$8.50

WEIGHMASTER OR
WEIGHER SIGNATURE

Sherry Kamps

FULL WEIGH
TICKET #
(IF REWEIGH)

DRIVER IN TRUCK UNLESS CHECKED HERE: SHERRY KAMPS

© 1998 CAT Scale Company® 05/07

THE CAT SCALE GUARANTEE

The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.®

"WEIGH WHAT WE SAY OR WE PAY"®

If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
- (2) A representative of CAT Scale Company will appear in court WITH the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

- 1) Post bond and request a court date.
- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE (Toll Free).
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Operations Manager.

**CAT SCALE
COLLECTOR
CARD
INSIDE!**

IGH NUMBER

055

OMER COPY

EXHIBIT #9

78764193

TICKET NUMBER



**CERTIFIED
AUTOMATED
TRUCK
SCALE**

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

DATE:

6-06-2009

SCALE

LOCATION:

PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

THE CAT SCALE GUARANTEE

The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.®

WEIGH WHAT WE SAY OR WE PAY®

If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
- (2) A representative of CAT Scale Company will appear in court WITH the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

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- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE (Toll Free).
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Guarantee Department.

*The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

STEER AXLE

15560 1b

DRIVE AXLE

20800 1b

TRAILER AXLE

14020 1b

* GROSS WEIGHT

50380 1b

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LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED

FREIGHT ALL KINDS

COMPANY POV

TRACTOR # POV TRAILER # POV

WEIGH NUMBER
4193

FEE

9.00

WEIGHMASTER OR
WEIGHER SIGNATURE

Debra Barnes

FULL WEIGH
TICKET #
(IF REWEIGH)

DRIVER IN TRUCK UNLESS CHECKED HERE: DEBRA BARNES

© 1998 CAT Scale Company® 02/08

**CAT SCALE
COLLECTOR
CARD
INSIDE!**

OMER COPY