

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. <u>10314297-1</u>	

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Street No.	[REDACTED]		Apt. No.
City	State	Zip Code	
<u>HOT SPRINGS</u>	<u>ARKANSAS</u>	[REDACTED]	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on [REDACTED] ☒ YES ☐ NO			
Signature of Owner [REDACTED]			Date <u>9.24.09</u>

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side				Make <u>FLEETWOOD</u>	Model	Year	Current Mileage
<u>4VZBT1D958C</u>				<u>AMERICAN</u>	<u>42F</u>	<u>2008</u>	<u>8600</u>
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:		
<u>28 DEC 2007</u>	<u>LADY DAYS R.V. CENTER, INC.</u>			<u>CUMMINS</u>	☒ Diesel ☐ Hybrid		
☐ Original Owner	Dealer's City			State	Zip Code	No. Cylinders	
☐ Manual	<u>SEEFNER</u>			<u>FLORIDA</u>	<u>33594-2968</u>	<u>6</u>	
☒ Automatic	☒ Antilock Brakes			☐ All-Wheel Drive		☒ Rear-Wheel Drive	
	☒ Cruise Control			☐ Front-Wheel Drive		☐ Four-Wheel Drive	

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: ☐ Vehicle safety belt ☐ LATCH system* *Vehicle info required
Failed Part. Describe Failure Below ☐ Base ☐ Harness/Buckle ☐ LATCH Connector ☐ Shell ☐ Handle ☐ Other		

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.
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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:

655 Thorough Road
Hot Springs, Arkansas
VIN Number 4VZBT10958C

A new Fleetwood American Eagle 42 foot motorhome was purchased on December 28, 2007. The front axle design rating of the motorhome is 14,600 pounds. It is not possible to load this motorhome without overloading the front axle which is a very dangerous situation. The motorhome has a 5,792 pound design cargo carrying capacity (CCC) but with an estimated cargo of 792 pounds, the front axle is overloaded by 520 pounds.

I request that NHTSB send out notices to owners of 2007, 2008 and some 2009 Fleetwood American Coach 42 foot and 45 foot motorhomes with 14,600 pound rated front axles. These notices should call to the attention of the owners a serious loading issue if they load their coaches as specified in the *Fleetwood Owner's Manual* and according to the placards placed in the coach. This notice should go out before someone is seriously injured or killed. There are approximately 200 to 300 affected vehicles about 30 of which are on dealers' lots waiting to be purchased. Many of the affected owners of these vehicles do not know they have a problem because they have not weighed their coaches.

On May 23, 2008 Fleetwood weighed (see Exhibit #1) my coach at Fleetwood plant #44 with $\frac{3}{4}$ fuel, $\frac{1}{2}$ water, 0 gray, 0 black with weights as follows:

- o Front axle 14,645 pounds (7,420 + 7,225)
- o Drive axle 15,861 pounds (estimated)
- o Tag axle 7,919 pounds (estimated)
- o Drive axle 23,780 pounds (drive and tag)
- o Total Weight 38,425 pounds (this weight does not include any People)

On May 26, 2008, I had my coach weighed (see Exhibit #2) with full fuel, full water, 0 gray, 0 black with weights as follows:

- o Front axle, 15,120 pounds
- o Drive axle 16,133 pounds (estimated)
- o Tag axle 8,066 pounds (estimated)
- o Drive axle 24,200 pounds (drive and tag)
- o Total Weight 39,600 pounds (this weight includes two people with a combined weight of 285 pounds)

The estimated cargo in the coach both I had the coach weighed is 792 pounds. This is shown on exhibit #3. The cargo carrying capacity as shown on the placard placed in the coach by Fleetwood is 5,792 pounds. This is shown on exhibit #4. Both of these allow for 2 people having a combined weight of 308 pounds, full fuel, full fresh water and full propane.

My coach is equipped with Goodyear tires size 295/80R 22.5. These tires have a weight rating of 7,580 pounds each when inflated to 120 pounds per square inch (PSI). This gives a total weight carrying capacity of 15,160 pounds for the front axle for the tires. I was advised by Fleetwood to "just make sure and keep 120 PSI in the front tires and I would be completely safe".

My particular coach is lightly loaded. It is my contention that most coaches are more overloaded than my coach at 520 pounds (15,120 actual – 14,600 design). This is especially true since the published cargo carrying capacity is 5,792 pounds. It is not possible to load my coach to this level and be within 14, 600 pounds as listed.

Exhibit #5 is the Federal Certification Tag in my coach and Exhibit #6 is the Spartan Chasis certification tag.

EXHIBIT #1

FLEETWOOD PLANT #44

VEHICLE ID 02499

EMPLOYEE # EBD

FUEL LEVEL $\frac{3}{4}$

12:51 PM

5-23-08

TICKET NUMBER 1789

RSF 7400

LSF 7165

RSR 8330

DSR 7605

RST 15730

DST 14770

F AXLE 14565

R AXLE 15935

DIFFERENCE 960

30500 LB. GROSS

Fuel $\frac{3}{4}$

water $\frac{1}{2}$

GRAY 0

Black 0

NO PEOPLE

FLEETWOOD PLANT #44

VEHICLE ID 02499

EMPLOYEE # EBD

FUEL LEVEL $\frac{3}{4}$

12:52 PM

5-23-09

TICKET NUMBER 1790

RSF 7420

DSF 7225

RSR 12070

DSR 11710

RST 19490

DST 18935

FAXLE 14645

RAXLE 23780

38425 lb GROSS

55582970

TICKET NUMBER



CERTIFIED AUTOMATED TRUCK SCALE

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

EXHIBIT # 2 (PAGE 1)

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.

**CAT SCALE
COLLECTOR
CARD
INSIDE!**

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.

* 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:

5-26-2008

STEER AXLE

00 1b

DRIVE AXLE

00 1b

TRAILER AXLE 15120 1b

SCALE 1044

LOCATION:

DECATUR TRAVEL PLAZA

HWY 27 AND 13TH STREET * GROSS WEIGHT 15120 1b

DECATUR IN

1132

55582970

PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

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.

FRONT AXLE

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED **FREIGHT ALL KINDS**

COMPANY

TRACTOR #

TRAILER # 5320

WEIGH NUMBER

2970

FEE

8.50

WEIGHMASTER OR
WEIGHER SIGNATURE

FULL WEIGH
TICKET #
(IF REWEIGH)

DRIVER IN TRUCK UNLESS CHECKED HERE: _____

© 1998 CAT Scale Company® 05/07

CUSTOMER COPY

55582972

TICKET NUMBER



CERTIFIED AUTOMATED TRUCK SCALE

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

1133

55582972

PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

WEIGH NUMBER

2970

EXHIBIT #2 (PAGE 2)

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.®

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DATE:

5-26-2008

STEER AXLE

00 1b

DRIVE AXLE

24200 1b

TRAILER AXLE

00 1b

SCALE

1044

LOCATION:

DECATUR TRAVEL PLAZA

HWY 27 AND 13TH STREET

DECATUR IN

* GROSS WEIGHT

24200 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 facia evidence of the accuracy of the weight shown as prescribed by law.

EST. DRIVE = 16,133 (2/3) DRIVE + TAG
EST. TAG = 8,066 (1/3)

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED FREIGHT ALL KINDS

COMPANY

TRACTOR #

TRAILER # 5220

FEE

1.00

WEIGHMASTER OR
WEIGHER SIGNATURE

FULL WEIGH

TICKET # 55582970
(IF REWEIGH)

DRIVER IN TRUCK UNLESS CHECKED HERE.

© 1998 CAT Scale Company® 05/07

CUSTOMER COPY

**CAT SCALE
COLLECTOR
CARD
INSIDE!**

55582971

TICKET NUMBER



CERTIFIED AUTOMATED TRUCK SCALE

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

1133

55582971

PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

WEIGH NUMBER
2970

EXHIBIT #2 (PAGE 3) 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:

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* 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:

5-26-2008

STEER AXLE

00 1b

DRIVE AXLE

00 1b

TRAILER AXLE

39600 1b

SCALE

1044

LOCATION:

DECATUR TRAVEL PLAZA

HWY 27 AND 13TH STREET * GROSS WEIGHT

DECATUR IN

39600 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.

GROSS VEHICLE WT.

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED

FREIGHT ALL KINDS

COMPANY

TRACTOR #

TRAILER # 5320

FEE

1.00

WEIGHMASTER OR
WEIGHER SIGNATURE

FULL WEIGH

TICKET # 55582970
(IF REWEIGH)

DRIVER IN TRUCK UNLESS CHECKED HERE: _____

© 1998 CAT Scale Company® 05/07

CUSTOMER COPY

CAT SCALE
COLLECTOR
CARD
INSIDE!

EXHIBIT # 3

5/26/08

UV W

37,374#

FRESH WATER

996#

LP GAS

130

2. PEOPLE

308

PROJECTED

38,808

CARGO = GYW = PROJECTED

= 39,600 - 38,808 = 792#

EXHIBIT #4

CARGO CARRYING CAPACITY

PRODUCT	AMERICAN EAGLE	YEAR 2008	MODEL F	F.I.N. 719F84402495
GVWR				pounds (kilograms)
minus UVW				44600 20248
minus fresh water weight of 120 gallons @ 8.3 lb / gal				37374 16966
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
				5792 2630

CCC for this motor home *

* 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		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	1500lbs.	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 coolants.

SCWR (Sleeping Capacity Weight Rating): is the manufacturer'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 SCWR 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 04/05/2005

EXHIBIT #5

FEDERAL CERTIFICATION TAG

MFD BY: FLEETWOOD MOTOR HOMES OF INDIANA PO BOX 31
 DATE MFD: DEC/07
 INC VEH MFD BY: SPARTAN CHS 425 HP CUMMINS
 DATE OF VEH MFD: NOV/07

GVWR: 20,273 KGS(44,600 LBS)

FRONT GAWR: 6,636 KGS(14,600 LBS)
 295/80R 22.5 TIRES AT: 827 KPA COLD SINGLE
 (120 PSI)

INTERMEDIATE GAWR: 9,091 KGS(20,000 LBS)
 295/80R 22.5 TIRES AT: 655 KPA COLD
 (95 PSI)

REAR GAWR: 4,545 KGS(10,000 LBS)
 295/80R 22.5 TIRES AT: 586 KPA COLD
 (85 PSI)

GAWR COMBINED
 INTERMEDIATE
 AND REAR

13,636 KGS(30,000 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 NOV/07
 V.I.N. 4VZBT1D9580

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



REFER TO YOUR OWNERS MANUAL
 Customer Service (800)543-4277

MODEL	ENGINE	ISL	5-12
TRANS	NO3000M		
FLAXLE	1P8145002-88		
R-AXLE	9815145WPLP215 435		
AUX AXLE	073010A117AUS		
STR GEAR	ZF8098		
MAX GVWR	20231 KG/ 44600 LBS	SCAR	27095 KG/ 59600 LBS
FRT GAWR	6623 KG/ 14600 LBS	R/GAWR	13608 KG/ 30000 LBS

WARNING: CONSULT OWNER MANUAL(S) FOR SPECIFIC WEIGHING
 INSTRUCTIONS AND TOWING GUIDELINES INCLUDING AUXILIARY BREAK
 REQUIREMENTS FOR ANY TOWED TRAILER OR TOWED VEHICLE

DATE MFD
 11/08/2007

EXHIBIT #6

CERTIFICATION TAG

SPARTAN HOMES OF INDIANA PO BOX 31

SPARTAN CHS 425 HP CUMMINS
NOV/07

KGS(44,600 LBS)

KGS(14,600 LBS)
WITH: 22.5 X 8.25 RIMS
TIRES AT: 827 KPA COLD SINGLE
(120 PSI)

KGS(20,000 LBS)
WITH: 22.5 X 8.25 RIMS
TIRES AT: 655 KPA COLD
(95 PSI)

45 KGS(10,000 LBS)
WITH: 22.5 X 8.25 RIMS
TIRES AT: 586 KPA COLD
(85 PSI)

3,636 KGS(30,000 LBS)

AS BEEN COMPLETED IN ACCORDANCE WITH THE
STRUCTURERS' IVD WHERE APPLICABLE. THIS VEHICLE
ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY
EFFECT IN NOV/07
4VZBT1D958C064834

E: MULTI-PURPOSE PASSENGER VEHICLE

and wheels with sizes and ratings
above have been equipped with this
Fleetwood. Any replacement tires installed
the same specifications and minimum load
limits.



REFER TO YOUR OWNERS MANUAL BEFORE OPERATING
Customer Service (800)543-4277

	MODEL		S/N
ENGINE	ISL		46817217
TRANS	MD3000MH		6510771418
F\AXLE	IFS1460S2-SB		983069
R\AXLE	RS19145NFLF275 488		NKA07034950
AUX AXLE	DTSM10A117AUG		113875
STR GEAR	ZF8096		004219
MODEL			
VIN			
4VZBT1D958C			
GROSS HP	425		
AT RPM	2100		
MAX GVWR	20231 KG/ 44600 LBS	GCWR	27035 KG/ 59600 LBS
FRT GAWR	6623 KG/ 14600 LBS	R/GAWR	13608 KG/ 30000 LBS

GCWR (GROSS COMBINATION WEIGHT RATING) MEANS THE
MAXIMUM ALLOWABLE LOADED WEIGHT OF THIS MOTORHOME
AND ANY TOWED TRAILER OR TOWED VEHICLE.

DATE MFG
11/06/2007

WARNING: CONSULT OWNER MANUAL(S) FOR SPECIFIC WEIGHING
INSTRUCTIONS AND TOWING GUIDELINES INCLUDING AUXILIARY BREAK
REQUIREMENTS FOR ANY TOWED TRAILER OR TOWED VEHICLE



Credits

Tue, Sep 29, 2009 at 9:26 AM

Reply-To: [REDACTED]

To: [REDACTED]

I have two situations which went through the credit card/POS machine at Avionics, which are very similar and I am not sure how to handle the entry in Peachtree:

Frank had entered a charge into the machine on one job, and did not realize it was in the credit mode (apparently it had been left in credit mode from a previous entry) and he did not realize it. So, what he thought was a charge came out as a credit. He then put the machine in charge mode, and charged double the amount of the job to take care of the credit and get the correct charge for the job;

Here is where I think the previous entry comes in referred to above. Frank overcharged a customer and wanted to credit a customer back for some work we did incorrectly and were covering under our own warranty/goodwill. There was no charge involved - only a credit.

How should these be entered into Peachtree?

Thanks,
[REDACTED]

PS. I think I have located the majority of 2005 fuel invoices. There may be a couple missing from January or February, but I think I have them for the most part. I will put them altogether today and move on to 2004. Michael asked me mainly for 2005 and 2004 and thought from that he might be able to guesstimate 2002 and 2003. I do see some of those years as well and will come up with what I can.

J