

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.

10314308

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	
Street No.		Evening Telephone Number	
City	State	Zip Code	E-mail
Apple Valley	CA		

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 your vehicle.

☒ YES ☐ NO

Signature of Owner

Date 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side		Make	Model	Year	Current Mileage
4VZAT1C998C		Fleetwood American Eagle	45H	2008	15,390
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
4-21-08	Camping World of Atlanta 800-232-9620		CUMMINGS	☒ Diesel ☐ Hybrid	
☐ Original Owner	Dealer's City	State	Zip Code	No. Cylinders	☐ Gas ☐ Other
	Oakwood	GA	30566	6	
Transmission Type	Powertrain		Rear-Wheel Drive		
☐ Manual	☒ Antilock Brakes		☐ Front-Wheel Drive		
☒ Automatic	☒ Cruise Control		☐ 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		DOT No. (Example: DOT MAL9ABC036 on sidewall)	
☐ Tread ☐ Sidewall ☐ Bead		☐ Original Equipment	
☐ 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		Installed in Vehicle using the:
☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other		☐ Vehicle safety belt
Failed Part. Describe Failure Below		☐ LATCH system*
☐ Base ☐ Harness/Buckle ☐ LATCH Connector ☐ Shell ☐ Handle ☐ Other		*Vehicle info required

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Police Report No.
☐ Yes ☒ No	☐ Yes ☒ 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

[REDACTED]
Apple Valley, CA [REDACTED]
VIN Number 4VZAT1C998C [REDACTED]

We took delivery of a new American Eagle 45 foot motor home on April 21, 2008. This vehicle is designed to carry 14,600 lb, if fully loaded this would create a very dangerous situation. If you loaded this Motor home as it should be, the front axle would be exceeding the rating on the front axle.

I'm requesting that the NHTSB send out notices to owners of 2007, 2008, and some 2009 Fleetwood American Coaches , 42 ft. and 45 ft. motor homes with 14,600 front axles. These notices should say that the affected coaches should carry minimal water, cargo and ½ 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 of the owners are not aware they have a problem.

We understood from some owners that there was a weight problems and asked the manufacture to weight the coach again, no people in coach, no cargo and what amount of fuel, water, and propane was delivered with our coach.

We met with the Engineer Doug Haas (Fleetwood head engineer) who assured us there was not a problem. While at the manufacture facility we noticed the new 2009 had larger tires and a larger capacity axle, if we didn't have a problem why the change?

This vehicle was designed with a front axle capacity of 14,600 lb, if unit is loaded with normal full water, propane, personal cargo and people, it is impossible to keep it within the 14,600 lb. rating, thus creating a very dangerous situation. Not only is the front axle overloaded, rims and tire per manufacturers rating are overloaded.

April 23, 2008 Fleetwood re-weighted (See Exhibit 1) our coach at plant #44 with 1/8 fuel, ½ water, 0 gray, 0 black, full propane and estimated personal cargo 700 pounds.

Front axle	13,995	7020 RF + 6975 LF
Drive axle	18,562	(Estimated)
Tag axle	9,288	(Estimated)
Total Weight 41,840 pounds (Without any people included in total weight)		

If I were to add 7/8th tank of fuel to full (798 Pounds) and 60 gallons of water to full (498 pounds) a total increase of 1296 pounds + 41,840 for a total weight 43,136 pounds , knowing I have a problem with overloading the front axle, I have not loaded additional personal cargo, we travel with 3/4th tank of fuel and a ½ tank of water.

We are in the process of changing out our front tires and rims to help compensate for some of the weight issues.

Exhibit 2: Copy of Spartan Chassis Certification

Exhibit 3: Copy of Federal Certification Tag

Exhibit 4: Copy of Cargo Carrying Capacity Tag

EXHIBIT #1

Fleetwood Plant #4

Vehicle ID 4403083

Employee # LB

Fuel Level 1/8

11:42AM

4-23-08

TICKET NUMBER 1745

RSP 7020

DSF 6975

RSR 13330

DSR 14515

RST 20350

DST 21470

FLAXLE 13775

RAXLE 27845

DIFFERENCE 1140

41840 lb GROSS

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

MODEL

ENGINE

ISM

S/N

TRANS

HD4000MH

35202945

F\AXLE

IFS1460S2-SB

6610242968

R\AXLE

RS19145NFLF280 433

983692

AUX AXLE

DTSM10A1278UG

NKA08001688

STR GEAR

ZF8098

117228

004427

KG/ 44600 LBS

KG/ 14600 LBS

GCWR

27035 KG/ 59600 LBS

R/GAWR

13608 KG/ 30000 LBS

ON WEIGHT RATING) MEANS THE
DED WEIGHT OF THIS MOTORHOME

DATE MFG

EXHIBIT #2

FLEETWOOD MOTOR HOMES OF INDIANA
MFD BY: APR/08
DATE MFD:
INC VEH MFD BY: SPARTAN CHASSIS 500HP
DATE OF VEH MFD: FEB/08

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

FRONT GAWR: 6,636 KGS(14,600 LBS)
WITH: 22.5 X 8.25 RIMS
295/80R 22.5 TIRES AT: 827 KPA COLD SINGLE
(120 PSI)

INTERMEDIATE GAWR: 9,091 KGS(20,000 LBS)
WITH: 22.5 X 8.25 RIMS
295/80R 22.5 TIRES AT: 655 KPA COLD
(95 PSI)

REAR GAWR: 4,545 KGS(10,000 LBS)
WITH: 22.5 X 8.25 RIMS
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
MANUFACTURERS' IVD WHERE APPLICABLE. THIS VEHICLE

EXHIBIT #3

CARGO CARRYING CAPACITY

E+H.B.T #4

PRODUCT	AMERICAN EAGLE	YEAR 2008	MODEL H	F.I.N. 719H84403083	
				pounds	(kilograms)
GVWR				44600	20248
minus UVW				39414	17894
minus fresh water weight of 120 gallons @ 8.3 lb / gal				996	452
minus propane weight of 31.0 gallons @ 4.2 lb / gal				130	59
minus SCWR of 2 persons @ 154 lb / person				308	140
CCC for this motor home *				3752	1704

* 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			
w/ weight distributing hitch	750 lbs.	7500 lbs.	
	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 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 04/05/2005