



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION REDUCED PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

August 29, 2013

[REDACTED]

Volcano, CA [REDACTED]

NVS-216 nlm
Ref. No. 10533568

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Fleetwood Terra recreational vehicle (RV). The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate your MY 2012 Fleetwood Terra RV is difficult to control in windy conditions. You are not concerned about a rollover, but rather the side to side motion may cause an abrupt lane change and result in a crash. You discussed the problem with a dealer and they recommended installing an additional steering and suspension stabilizer bars. You do not know what causes this problem, but expect a resolution from Fleetwood.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to mild and extreme winds causing vehicle control problems in MY 2012 Fleetwood Terra RV. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, the information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We recommend you continue to work with Fleetwood and your dealer to resolve your problem. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid". The signature is written in dark ink and is positioned above the printed name and title.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement