

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**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: 10-NOV-2016  
REC 4 2016  
JAN 23 2017  
Repository   
Reference No. 10925354

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: WINTERSVILLE State: OH Zip Code: [REDACTED]

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

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4VZVU1E98B[REDACTED]  
Make: FLEETWOOD Model: AMERICAN HERITAGE Model Year: 2011  
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: No: Cylinders: [REDACTED] Fuel Type: [REDACTED]  
Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Transmission Type: [REDACTED]  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 10-NOV-2011

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage: [REDACTED] Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTMAL9ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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 2011 FLEETWOOD AMERICAN HERITAGE RECREATIONAL VEHICLE. WHILE DRIVING VARIOUS SPEEDS, THE STEERING LOCKED UP. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING PUMP AND UNIT FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE CONTACT STATED THAT THE POWER STEERING UNIT WAS REPLACED FIVE TIMES, BUT DID NOT REPAIR THE VEHICLE. THE CONTACT WAS ALSO MADE AWARE OF A FAILURE WHERE OIL WOULD FILL UP IN THE BASEMENT OF THE RV. THE RV WAS TAKEN BACK TO THE DEALER FOR DIAGNOSTIC TESTING, BUT THE DETAILS OF THE DIAGNOSIS COULD NOT BE PROVIDED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT STATED THAT THE MANUFACTURER OFFERED AN ALTERNATIVE RV, WHICH WAS A 2012 FLEETWOOD AMERICAN HERITAGE; HOWEVER, THE NEW VEHICLE HAD THE SAME FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 0.

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 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.

ATTENTION: RANDY REID

PLEASE LIST THE ATTACHED MEMO FOR THE DESCRIPTION OF INCIDENT  
ON THE VEHICLE OWNER'S QUESTIONNAIRE.



THE CONTACT OWNS A 2012 FLEETWOOD AMERICAN HERITAGE RECREATIONAL VEHICLE. THIS UNIT REPLACED A 2011 FLEETWOOD AMERICAN HERITAGE RECREATIONAL VEHICLE THAT COULD NOT BE REPAIRED AND HAD MANY OF THE SAME PROBLEMS THAT THE EXISTING 2012 HAS. WHILE DRIVING THE STEERING SOMETIMES LOCKS UP, HAS UP TO 14 INCHES OF PLAY AND AT LEAST TWICE THE STEERING WHEEL TURNED 90 DEGREES WITHOUT TURNING THE COACH AND THE STEERING WHEEL STAYED THERE WHICH MEANS IT SLIPPED INSIDE THE POWER STEERING UNIT. THE VEHICLE WAS TAKEN TO THE MANUFACTURER WHERE THEY DIAGNOSED THE POWER STEERING PUMP AND POWER STEERING UNIT FAILED AND NEEDED REPLACED. THE POWER STEERING SYSTEM WAS REPLACED; HOWEVER, THE SERVICE MANAGER FROM SPARTAN DROVE THE COACH AFTER THE REPLACEMENT AND LEFT A VOICE MAIL FOR DON SNYDER SAYING THE NEW UNIT WAS DEFECTIVE ALSO AND WAS DOING EXACTLY THE SAME THING AS DON SAID IT WAS DOING BEFORE. SPARTAN ALSO WRECKED THE COACH WHEN THE STEPS CAME OUT UNEXPECTEDLY. AFTER KEEPING THE 2012 FOR OVER 5 MONTHS THEY TOLD US THE COACH WAS REPAIRED; HOWEVER, NEITHER THE STEERING NOR THE STEPS WERE REPAIRED. THEY THEN TOLD US TO TAKE THE 2012 TO ONE OF THEIR REPAIR CENTERS TO GET IT REPAIRED. WE WERE TOLD THEY WOULD HAVE UNIT FOR A FEW HOURS; HOWEVER, IT WAS THERE OVER 3 WEEKS AND STILL WASN'T REPAIRED. WE HAVE USED THE 2012 A TOTAL OF 3 TIMES (BROKE DOWN ALL 3 TIMES) AND HAS ONLY 6000 MILES ON IT, MANY OF WHICH WAS ADDED FOR DELIVERY FOR REPAIRS AND THEM DOING TESTING. THE 2011 AND 2012 HAD AT LEAST 6 STEERING UNITS REPLACED AND THE LEVELING SYSTEM REPAIRED SEVERAL TIMES. THE 2012 HAS NOT BEEN MOVED FROM OUR GARAGE SINCE MARCH, 2014. SPARTAN AND FLEETWOOD'S TECH'S HAVE BEEN TO OUR FACILITY BEGINNING MARCH, 2015 UNTIL JANUARY, 2016 AFTER REPLACING STEERING UNIT, PUMP AND A LOT OF OTHER ITEMS THE STEERING WHEEL STILL HAD 12 INCHES OF PLAY AND THE COACH WAS SITTING SO LOPSIDED BECAUSE OF THE DEFECTIVE LEVELING SYSTEM THEY COULDN'T EVEN GET THE COACH OUT OF OUR GARAGE SO THEY GAVE UP AND IT IS STILL SITTING THERE UNUSABLE AS IT HAS BEEN FOR SEVERAL YEARS.. THAT IS 4 DEFECTIVE STEERING UNITS IN THE 2012 COACH. LUCKILY NO ONE WAS KILLED OR HARMED IN THIS COACH.