



US Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
TO REPORT VEHICLE SAFETY DEFECTS  
1-888-DASH-2-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

**POSTED**  
Date Received: **RECEIVED**  
**Copied**  
OCT -3 PM 2:05  
OFFICE DEFECTS INVEST  
**555352**  
Reference No. \_\_\_\_\_

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Street: [REDACTED]  
City: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of your signature, please provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: 9/26/00

**FIFTH WHEEL RV** **PRODUCT INFORMATION**

Vehicle Identifier No. (VIN.) (Located at bottom of windshield on driver's side): 1EM5M3423V9313625 Make: FLEETWOOD Model: AVION Year: 1997

Purchased Date: \_\_\_\_\_ Dealer's Name: FLEETWOOD ENTERPRISES INC. Engine Size (CID/CC/L): \_\_\_\_\_  Turbo  Diesel  
 New  Used Dealer's City: Riverside State: CALIFORNIA Zip Code: 92513 No. Cylinders: \_\_\_\_\_  Gas  Fuel Injection

Manufacture Date (on driver's door or plate): 9-97 Transmission Type:  Manual  Automatic Restraint System:  Driverside Air Bag  Motorbelt  Passenger Air Bag  2-Point Belt  5-Point Belt Cruise Control:  Yes  No Drivetrain:  Front  Rear  4-Wheel Vehicle Type:  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other Body Style:  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

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

Part Name(s): PINBOX SUPPORT Location:  Left  Right  Front  Rear Failed Part(s):  Original  Replacement Handicap Adaptive Equip:  Yes  No

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

Tire Brand: \_\_\_\_\_ Tire Name: \_\_\_\_\_ Complete Tire Size: \_\_\_\_\_

No. of Failures: \_\_\_\_\_ Date(s) of Failure(s): \_\_\_\_\_ Mileage at Failure(s): \_\_\_\_\_ Vehicle Speed at Failure(s): \_\_\_\_\_ Failed Part(s) Available?  Yes  No NHTSA Previously Contacted?  Yes  No

**APPLICABLE INCIDENT INFORMATION**  
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: \_\_\_\_\_ Number of Fatalities: \_\_\_\_\_ Reported to Manufacturer:  Yes  No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):  
PLEASE SEE ATTACHED LETTER

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 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.

Fleetwood Enterprises, Inc  
Travel Trailer Division Consumer Affairs  
3030 Myers Street, P. O. Box 7638  
Riverside, California 92513-7638  
(800) 445-3307  
(909) 353-7040 FAX

*Travel Trailers • Fifth Wheels • Truck Campers • Park Trailers*

FLEETWOOD

## Second Notice IMPORTANT RECALL INFORMATION

February 17, 2000

Dear Valued Fleetwood Fifth Wheel Customer:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicles Safety Act.

Fleetwood Enterprises, Inc., has determined that a defect relating to motor vehicle safety exists in all 1997 and certain 1998 Avion and Westport fifth wheels built at our Omaha, Nebraska, manufacturing facility.

***What is  
the  
problem?***

The subject fifth wheel trailers can experience excessive flexing in the upper chassis which can lead to failure in the area of the pinbox. This can lead to a loss of vehicle control and result in personal injury and/or a vehicle accident.

***What will  
Fleetwood  
do?***

The repair for this potential problem consists of reinforcing or replacing the pinbox and its support structure at no charge to you. This should require minimal time and result in little inconvenience to you. Please rest assured that this repair will be performed only by an authorized, experienced repair facility.

***What  
should  
you do?***

Since this defect affects motor vehicle safety, it is recommended that you immediately have your fifth wheel trailer repaired by contacting Fleetwood Consumer Affairs Department at (800) 445-3307. An associate will assist you in making an appointment to have this repair performed by an authorized Fleetwood Dealer or Fleetwood Service Facility. Repairs should take no longer than 35.0 hours.

If it is necessary for you to tow your fifth wheel trailer, be aware of any changes in the angle of the pinbox. The pin should be vertical and the plate around it should be horizontal when the trailer is level. In cases where the upper chassis has been damaged, the following warning signs can be seen:

1. An increase in relative up and down motion between the pinbox and the surrounding structure. A small amount of movement is normal.
2. The pinbox pushing into and damaging (cracking) the lower front fiberglass cap. A small amount of flaking is normal.

Fleetwood Consumer Affairs Dept., Brenda Webb, refused to reimburse expenses for transport and adequate hotel expenses. They insist I take my trailer to a Tucson dealer who has done work on my trailer and done more damage than repair. The nearest place for reliable repair is in Yuma, AZ, approx. 200 miles from my home. I would use approx. 60 gallons of gasoline round trip ( $\$1.75 \times 60 = \$105.00$ ), plus stay in a hotel at \$55.00 per night for approx. 2-4 days while the RV is being repaired. They refuse to pay for gas and food and want to pay only \$30.00/day for lodging. I am willing to take time off from work at my expense. Please help in this matter. I have received no help and Fleetwood employee, Brenda Webb, was snotty and extremely arrogant. I need this safety hazard fixed soon. If the trailer pin box breaks on the highway it would mean 13,000 lbs. of trailer hitting cars.