

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

335

Date Received

02-MAY-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

861265

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4S7NT9KOITC020449	FLEETWOOD	AMERICAN DREA	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Util Truck Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) 02-APR-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) 45000	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)


Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER IS NOT SATISFIED WITH THE WORK DEALER DID WITH RECALL AFFECTING TIRES. "AK

CONTINUE ON BACK IF NEEDED

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 to 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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 335 Date Received 00 JUN -5 PM 2:35 02-MAY-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted]		Od_or _____ 5 dr _____ od_rt _____ up_tr _____ Reference No. 861265	
Do you authorize NHTSA to provide a copy of record to the manufacturer of your vehicle? In the absence of a signature, this information is sent and address to the vehicle manufacturer. Signature of Owner [Redacted]		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date 5/13/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 4S7NT9KOITC020449	Vehicle Make FLEETWOOD	Vehicle Model American Tradition AMERICAN DREA	Vehicle Year 1996 1996 Current Odometer Reading 45010
Purchase Date 9/04/96 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name <u>Lazydays RV Super Center</u> City <u>Seffner</u> State <u>FL</u> Zip Code <u>33584</u>		Engine Size (CID/CC/L) <u>250</u> No Cylinders <u>6</u> <input checked="" type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input checked="" type="checkbox"/> Other RV		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02700000	Part Name(s) Improper weight set up of Recall Front end		Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) <u>02-APR-2000</u> Mileage at Failure(s) <u>45000</u> Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
		Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER IS NOT SATISFIED WITH THE WORK DEALER DID WITH RECALL AFFECTING TIRES. *AK See typed report enclosed			
CONTINUE ON BACK IF NEEDED			
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.			

MAY 4, 2000

Phone [REDACTED]

[REDACTED]
National Highway Traffic Safety Administration
400 Seventh Street South West
Washington, DC 20590

I am writing this letter in regard to a recall by Fleetwood American Coach, recall number nine one zero one five. I'm extremely dissatisfied with the waiting time to have the service performed, the expense to me, and most of all the fact that I've currently have tires on the rear of my motor home which were previously on the front, and thus may have been seriously damaged and therefore continue to endanger my life, negating the value of the recall.

I have just returned from Fleet Care of Largo, Florida where the recall service occurred. As you may know if one lives over a hundred miles from the nearest recall center you were advised not to drive the vehicle until the front tires were replaced with new and larger ones. This resulted in a delay since Fleetwood had to send the tires to me to be replaced because no local Goodyear dealers had the required tires. Once the tires were replaced I then scheduled an appointment to have the rest of the recall performed. Unfortunately I had to wait four months before I could get the appointment.. This bothered me but I said to myself I do not want to risk driving if the recall was so serious that the tires had to be changed first. (Enclosed is a copy of the work order from Waleen Tire) When we finally had the recall performed at Fleet Care I told Mr. Allen Brethorst that I felt the rear tires should also be replaced since the front tires are larger than original tires I would no longer be able to rotate the tires. He asked me if I routinely rotated tires and I responded that I do. He informed me that I may have a greater problem than just rotating tires because the tires which at one time were on the front are now on the rear and that these tires might have been damaged while they were on the front. Thus the extremely hazardous situation of this recall was only partially resolved. When I got home yesterday I called American Coach and told them this situation and they stated that they are replacing all the tires on the 2000 and 1999 models since they are still under warranty. I stated that the older vehicles were at greater risk if they had rotated their tires periodically. Their response was to sell me new tires at their cost. This recall has already cost me approximately four hundred dollars for fuel, food and RV parks. In addition I expect that the vehicle should be repaired to original standards or better. This vehicle came with six matching tires and should still have six matching tires.

Immediately after purchasing this vehicle I starting complaining to American Coach about its poor handling. In fact they ultimately replaced the shocks with larger ones. This improved the handling somewhat.(see enclosed letter to Don Wallace president of Lazy Days RV Center). I am happy to report that the coach is now riding better than ever.

The recall letter states that "if you believe that the dealers and Fleetwood Enterprises, Inc. has failed or have been unable to remedy the defect without charge or within a reasonable period time you may submit your complaint to..." your office. I believe that the time I had to wait was significantly long especially since I was afraid to use the coach until the recall was finished. After receiving two follow up phone calls to advise me of the dangers and to assure me to have the tires changed first I knew some serious accident occurred and I did not use my RV. Normally I would

[REDACTED]

MAY 4, 2000

Phone [REDACTED]

not complain about the money it cost me to go to Largo Florida for this recall but under these circumstances I am reporting my expense due to Fleetwood's lack of concern our my safety.

I want to express my gratitude to Fleet Care of Largo, Florida. They were courteous, the receptionist help me immensely over the cell phone to find my way to the facility, and I was pleased with their performance. The work was done in a timely manner and best of all the coach now rides like I expected it to when it was purchased.

Let me stress that the real issue that precipitated this letter is the fact that I feel endangered because I have rotated my tires twice, which just might have saved my family's and my life. My four rear tires have all been on the front and subject to whatever stress and damage occurred due to the negligent set up of the initial weight distribution of this vehicle. **I can live without rotating my tires but can I survive with the tires that are currently on the rear of my American Tradition?** I have inquired to see if their is anyway of knowing how severely the tires were damaged and I was told that the damage that might have occurred is internal and cannot be detected. I do not feel that I should bear the expense of replacing the rear tires. Please do not allow any further catastrophes to occur and require Fleetwood American Coach to do the reasonable and honorable thing and replace all the tires.

Sincerely yours,

[REDACTED]

Cc. Steve Hiems American Coach
Enc. 3

Vin no. 4S7NT9KO1TC020449
1996 AMERICAN TRADITION BY FLEETWOOD

Jan. 14, 1987

Dear Don Wallace,

I just received your follow up questionnaire. However I wrote the major portion of this letter while sitting for four hours on the road side , about seventy miles south of Lazy Days. I was awaiting a service truck to repair the damage caused at Lazy Days following the first five thousand miles recommended service. Don needlessly to say that I am extremely disappointed with your organization. I will explain why in the remainder of this letter. I certainly hope that you read this and not another window dressing person whose purpose it is to fool the public. Although there have been several episodes of negligence that could have resulted in loss of life, it is because the incidents are recurrent that I am taking the time to write this letter.

Don, you have trained your staff to be super courteous, and you have hired pretty young ladies to smile and say "Welcome to Lazy Days". However the problem that I have observed is that the important people for the consumer who has bought a vehicle are those dealing with service. Although I happened to like the people making up the team to which I am assigned, they are spread too thin. Even the smartest individual begins to make mistakes when overworked and rushed. I owned and operated a large dialysis unit for twenty-five years, I know what can occur to quality people when they are overworked, rushed and or tired.

When I purchased the American Tradition we had a list of problems noted on the test drive. I informed the service writer that I was in no great rush for the RV and told him to call me when it was ready. I also wanted to install a PAC brake and I arranged to do so, on the condition that someone would check with Spartan to see if this RV has a preprogrammed transmission chip. Approximately one week later I was notified to pick up the RV. However when we arrived half the work order was not performed and we were in bay for three more days. No one found out about the computer chip and now I was informed that if I wanted the PAC brake installed it would take three days at Allison and two days for the brake. I did not have time to wait because of the Jewish Holidays. The confusion about the PAC brake is not extremely important but is referred to because of later events.

Our first trip, except for going home to the Ft Lauderdale area, was to the Branson Rally. On my way to Branson I realized how poorly this RV rode. I felt as if I was on a trampoline most of the way. When I arrived in Branson I immediately went to Lazy Days and complained. They introduced me to Randy from American Coach and Stuart from Spartan. They arranged to inspect the coach. After they look at the coach, they told me take the RV back to Lazy Days for a complete inspection.. On the way home we lost the left rear tire because an improperly installed valve extender came loose and allowed all the air to leak out of the tire. Fortunately the loss of the tire only cost me about \$ 2500 in repairs to the awning which was damaged indirectly because of this incident. We realize that this could have resulted in a serious accident, possibly a fatality. We