



May 4, 2004

Mr. Kenneth Weinstein
Administration for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, DC 20590

Dir/Eng 05-01

Re: Safety Defect Report

04V-215
(8 pages)

Dear Mr. Weinstein:

On April 28, 2004, Fleetwood Enterprises Inc. determined that a non-compliance to the requirements of Part 567 "Certification" exists in motor homes as listed below, and is furnish this notification in accordance with 49 CFR Part 573 Defect and Noncompliance reports.

The following is the information required by 49 CFR Part 573:

- This report was prepared on May 4, 2004.
 - Fleetwood has assigned 40430 as an identification code to this recall.
- (1) The affected motor homes were manufactured by the following wholly owned subsidiary of Fleetwood Enterprises, Inc.

Fleetwood Motor Homes of California, Inc. # 47
5300 Via Ricardo, P.O. Box 5726
Riverside, California 92517

The agency should contact the following person with respect to this recall:

Robert E. Wozniak
Director of Engineering and Product Compliance
Recreational Vehicle Group
Fleetwood Enterprises, Inc.
2970 Myers St.
Riverside, California 92513-7638
Telephone (909) 351-3814 Fax (909) 351-3644

- (2) The vehicles involved in this recall are 2004 model year Southwind 32VS model motor homes manufactured from January 29, 2004 through April 19, 2004. The April 19, 2004 date coincides with correct front tire pressure rating Federal Certification tags being applied to the Southwind 32VS motor homes during production. These motor homes were built with a Fleetwood identification number range of 721V44783776 through 721V44785061.
- (3) Fleetwood reports 40 as an approximate number of Southwind 32 VS model motor homes containing the noncompliance.

- (4) Fleetwood estimates that 100% of the above Southwind 32VS motor homes contain the noncompliance.
- (5) On Southwind 32VS model motor homes affected by this recall, the Manufacturer Federal Certification Tag figures related to the front tire pressure rating of 95 psi are incorrect. The correct front tire pressure rating is 80 psi. Please note that all other values are correct.
- (6) Not applicable.
- (7) Fleetwood began an investigation in April 2004 when a Fleetwood dealer discovered the error on a recently purchased motor home.

Fleetwood is not aware of any accidents or injuries that have resulted from this noncompliance.

- (8) Fleetwood will mail corrected Motor Home Manufacturer Federal Certification Tags to dealers and owner's of record and will ask that they deface the original Motor Home Manufacturer Federal Certification Tag and replace it with the new serial number specific Motor Home Manufacturer Federal Certification Tag. Dealers and owners of record will be asked to check and if necessary adjust tire pressure to 80 psi. Owners who are not comfortable installing this label or checking tire pressures will be asked to contact their selling dealer to have this service performed at no charge.
- (9) Fleetwood intends to conduct a dealer notification mailing on May 12, 2004.

Fleetwood intends to conduct a customer notification mailing on May 12, 2004.

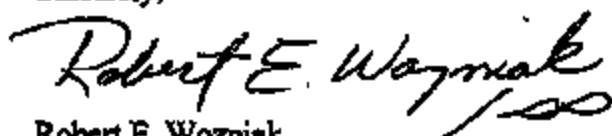
Fleetwood does not foresee any problems with implementing this voluntary recall campaign.

- (10) Copies of subsequent correspondence will be submitted to NHTSA within five (5) working days of distribution. This correspondence will include:
 - I) Letter of dealer notification
 - II) Letter of customer notification
 - III) Service Bulletin

In accordance with our customary practice, we are requesting your review of the enclosed drafts of letters to dealers and customers.

If additional information is required, please contact myself.

Sincerely,



Robert E. Wozniak
Director of Engineering and Product Compliance
Recreational Vehicle Group

Attachments: Draft dealer letter
Draft customer letter
Draft Service Bulletin

IMPORTANT RECALL INFORMATION # 40430

May, 2004

Dear Valued Fleetwood Motor Home Customer:

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

Fleetwood Enterprises, Inc., has decided that certain 2004 model year Southwind 32VS model motor homes built at our Riverside, California manufacturing plant fail to comply with the requirements of Part 567, "Certification".

WHAT IS THE PROBLEM?

Fleetwood Enterprises, Inc. has become aware of a front tire psi rating input error. The Motor Home Manufacturer Federal Certification Tag was printed with an incorrect front tire value of 95 pounds per square inch air pressure (psi). The correct front tire pressure value is 80 psi. Please note that all other values are correct.

WHAT SHOULD YOU DO?

Deface the original Motor Home Manufacturer Federal Certification Tag and replace it with the new serial number specific Motor Home Manufacturer Federal Certification Tag that is enclosed with this letter. You can locate the tag on the lower wall behind the drivers seat of the motor home. **Note: Please peel the backing before applying over the defaced original Federal Certification Tag.** Check and if necessary, deflate the front tires to the correct 80 psi.

After you have completed this procedure, please return the enclosed serialized-pre-addressed *Vehicle Information Update Card* to Fleetwood.

If you do not feel comfortable installing this tag or checking front tire pressures, you may take your motor home to any Fleetwood dealer and they will perform this service at no charge to you.

If you have had this concern corrected previously, you may be eligible for reimbursement of your cost for that repair. For more information contact Fleetwood Owner Relations at (800) 322-8216.

When you deliver your motor home for repairs, your dealer will complete a Fleetwood Repair Order. Upon completion of the repair, please sign the Fleetwood Repair Order.

If you no longer own this motor home, please take a moment to provide the name and address of the new owner on the enclosed *Vehicle Information Update Card* and return it to Fleetwood. This will enable us to send this important recall information to the new owner.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you are unable to obtain the specified repair promptly and without charge, please contact:

Fleetwood Owner Relations
P.O. Box 59923
Riverside, California 92517
(800) 327-8216

If you believe that the dealer and Fleetwood Enterprises, Inc., have failed or have been unable to remedy the defect without charge or within a reasonable period of time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, DC 20590

Or call the toll-free Auto Safety Hotline at (888) 327-4236.

Fleetwood Enterprises, Inc., regrets any inconvenience this may cause you. We are taking these steps in the interest of your safety. We appreciate your prompt assistance in eliminating this potential hazard.

This letter does not constitute an acknowledgment of legal liability.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Tina Inkrote
Service Coordinator
Recreational Vehicle Division

IMPORTANT RECALL INFORMATION

May, 2004

**TO: ALL FLEETWOOD DEALER PRINCIPALS,
SERVICE MANAGERS,
AND PARTS MANAGERS**

**SUBJECT: RECALL CAMPAIGN #40430
Southwind 32VS Federal Certification Tag**

Fleetwood Enterprises, Inc., is requesting your assistance in conducting a voluntary recall notification campaign in accordance with the National Traffic and Motor Vehicle Safety Act.

Fleetwood Enterprises, Inc., has decided that certain 2004 model year Southwind 32VS model motor homes built at our Riverside, California manufacturing plant fail to comply with the requirements of Part 567, "Certification". We are notifying owners in order to correct the problem. A copy of the letter sent to owners is enclosed for your information.

WHAT IS THE PROBLEM?

Fleetwood Enterprises, Inc. has become aware of a front tire pressure rating input error. The Motor Home Manufacturer Federal Certification Tag was printed with an incorrect front tire value of 95 pounds per square inch air pressure (psi). The correct front tire pressure value is 80 psi. Please note that all other values are correct.

To correct this non-compliance, it is necessary to replace the Motor Home Manufacturer Federal Certification Tag and check front tire pressures as described in the enclosed Recall Service Bulletin #40430.

WHAT SHOULD YOU DO?

Owners of the above mentioned motor homes have been asked to contact a Fleetwood dealer to have the described defective condition remedied. In the event that you are contacted by a customer, please verify eligibility by referring to the serial number range listed in the enclosed Recall Service Bulletin #40430 prior to beginning the repairs. Should a customer have you perform this service, please complete the Fleetwood Repair Order (form X-SR-042).

Once repairs are completed, have the customer sign the Fleetwood Repair Order and return it to your National Warranty Processing Center in Decatur, Indiana for payment. You will be reimbursed in accordance with Service Bulletin # 40430. Customers will not be charged for these repairs.

If you have one of these vehicles in your inventory, you will be mailed a Safety Recall Notice for that specific motor home. Fleetwood is asking our dealers to make repairs to stock units on dealer lots prior to sale or lease.

Federal Law (Section 154 of the National Traffic and Motor Vehicle Safety Act of 1968) requires that:

If you have received a notice of recall or failure to comply from Fleetwood or any component manufacturer, you must repair or otherwise correct the defects on vehicles remaining in your inventory, according to the notification, before selling or leasing the vehicles. Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within ten days.

Please review this entire package with your parts and service staff to familiarize them with the step by step procedure and implement the Voluntary Safety Recall Campaign.

Thank you for helping Fleetwood with its continuing efforts to maintain customer satisfaction. If you have any questions, please contact your regional Fleetwood Service Center

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Tina Inkrote
Service Coordinator
Recreational Vehicle Division

Enclosures: Recall #40430 Customer Letter
Recall #40430 Service Bulletin

The purpose of this Bulletin is to Inform Fleetwood dealers of a correction to the Federal Certification Tag and a potential adjustment to the air pressure on the front tires of certain 2004 Southwind motor homes.

Recall Service Bulletin: 40430

Years Affected: 2004

Products Affected: Southwind

Models Affected: 32VS

Keywords: Tires, Goodyear, Tire Air Pressure, Air Pressure, Tire, Tires, PSI,

Date:

Subject: Southwind 32VS Federal Certification Tag

Condition:

Fleetwood Enterprises, Inc., has discovered that certain 2004 model year Southwind 32VS model motor homes, built at our Riverside, California manufacturing plant, have an incorrect listing on the Motor Home Manufacturer Federal Certification Tag. The Tag was printed with an incorrect front tire air pressure value of 85 pounds per square inch (psi). The correct front tire pressure value is 80 psi. **Note: All other values on the Tag are correct.**

Procedure:

1. Retail owners of affected motor homes and dealers holding affected motor homes in inventory will receive a letter from Fleetwood containing a new and corrected Federal Certification Tag. Verify eligibility by referring to the affected serial numbers listed at the end of this Bulletin prior to beginning the repairs.
2. **Important: Be sure the correct replacement Tag is available and on-hand before proceeding, as the Tags are serial number specific.**
3. Deface the original Federal Certification Tag that is attached to the lower wall behind the driver's seat.
4. Peel the backing from the new Tag and apply over the top of the defaced original Federal Certification Tag. The new Tag should completely cover the original on the wall.
5. Make sure the tires are cool and the motor home has been sitting for at least one hour. Check and if necessary, adjust the air pressure in the front tires to the correct 80 psi.

Warranty Labor Allowance:

Use Flat Rate Codes:

Install new Federal Certification Tag and Adjust Front Tire Air Pressures	
9132 - 11	.2 hr. Inspected/Not Defective
9132 - 12	.4 hr. Inspected/Defective/Repaired
9132 - 13	.2 hr. Inspected/Defective/Owner Decline
9132 - 14	.2 hr. Inspected/Defective/Missing Parts
9132 - 15	.2 hr. Inspected/Defective/Need Tools
9132 - 16	.2 hr. Unable to Notify Customer
9132 - 17	.2 hr. Customer Unreachable

Tools Required

Black Permanent Marker

Tire Air Pressure Gage Capable of Measuring 100 psi

If you have any questions concerning this bulletin, contact Fleetwood's Dealer support Group at:

1-800-816-9826

Federal Law (Section 154 of the National Traffic and Motor Vehicle Safety Act of 1966) requires that:

If you have received a notice of recall or failure to comply from Fleetwood or any component manufacturer, you must repair or otherwise correct the defects on vehicles remaining in your inventory, according to the notification, before selling or leasing the vehicles. Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within ten days.

It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly, anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods.

This bulletin is supplied for technical information only and is not an authorization for repairs.

2970 Myers Street
P.O. Box 7638
Riverside, CA. 92513-7638

Fleetwood Enterprises, Inc.
Recreational Vehicle Group - Engineering & Product Compliance

Date: *May 4, 2004* **# of Pages Including Cover** 10

To: *Kenneth Weinstein*
NHTSA **Fax:** *(202) 366-7882*

From: *Shelley Smith*
Sr. Specialist **Phone:** *909-351-3646*
Fax: *909-351-3644*
e-mail: *ssmith@fleetwood.com*

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The original documents will arrive by mail addressed to your attention.