



*Driven to Explore*

Fleetwood Enterprises, Inc.  
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**IMPORTANT RECALL INFORMATION #40521  
JULY 2004**

**TO: ALL FLEETWOOD DEALER PRINCIPALS  
SERVICE MANAGERS  
PARTS MANAGERS  
SALES MANAGERS**

**SUBJECT: PRODUCT RECALL #40521 ALUMINUM WHEEL LUG NUT TORQUE  
2002 & 2003 Pride & Triumph Conventional & Fifth Wheel Travel Trailers  
and 2004 Pride, Triumph, Prowler, Wilderness, Terry, Mallard and Pioneer  
Conventional & Fifth Wheel Travel Trailers**

Fleetwood Enterprises, Inc. on behalf of its subsidiary manufacturing centers located in Pendleton, Oregon; La Grande, Oregon; Longview, Texas; Rialto, California; Crawfordsville, Indiana; Edgerton, Ohio; Campbellsville, Kentucky; Hancock, Maryland; and Lindsay, Ontario, Canada is requesting your assistance in conducting a voluntary recall notification campaign in accordance with the National Highway Traffic and Motor Vehicle Safety Act.

Fleetwood Enterprises, Inc. has decided that a safety defect relating to motor vehicle safety exists in certain 2002 and 2003 model year Pride and Triumph conventional and fifth wheel travel trailers, and 2004 Pride, Triumph, Prowler, Wilderness, Terry, Mallard and Pioneer conventional and fifth wheel travel trailers.

Please read the important information contained in this Recall Notification in its entirety. You may have already received a previous recall notice #31021, intended to provide the correct torque specifications and emphasizing the importance of following the torque procedure as a maintenance item as outlined in the Owner's Manual. This recall #40521 involves the repair procedure in which we are asking all customers to return their vehicles to the dealership to have these recall repairs completed. A copy of the customer letter and related documents sent to owners is enclosed for your information.

## **WHAT IS THE PROBLEM?**

Specifically, certain 2002 and 2003 Pride and Triumph conventional and fifth wheel travel trailers and 2004 Pride, Triumph, Prowler, Wilderness, Terry, Malard and Pioneer conventional and fifth wheel travel trailers may not have had the proper wheel lug nut torque applied to the optional Aluminum Wheel before leaving the manufacturing plant. Additionally, excessive paint applied to the mating surface of the hub may cause the lug nuts to be more sensitive to loosening during the initial settling-in of components and after a wheel has been removed for service (at any time during the life of the conventional or fifth wheel travel trailer). It is critical that Owners/Users of vehicles equipped with aluminum wheels must strictly adhere to the torque procedures.

Certain Owner's Manuals provided incorrect torque values. Proper wheel lug nut torque is important for safe and dependable towing. It is critical to apply and maintain proper wheel lug nut torque on conventional and fifth wheel travel trailer axles. The conditions noted above can increase the risk of wheel separation and result in a crash or personal injury.

The identified wheels of conventional and fifth wheel travel trailers must be properly torqued during the first 10, 25 and 50 miles of initial road use and any time a wheel has been removed or replaced for service. This "settling-in" of components during the first few miles of operation may cause the wheel lug nuts to loosen as part of the normal settling-in process.

*Torque wrenches are the only method to assure the proper amount of torque is being applied to a wheel lug nut.*

Maintaining proper wheel lug nut torque is the Owner's/User's responsibility. The Owner/User may check proper torque by using a torque wrench or have the torque checked at any authorized Fleetwood repair facility, or most automotive repair facilities. If, for any reason during these repairs, the Owner/User would like to have the dealership recheck the torque, the Owner/User may elect to return to the servicing dealership to verify that the torque is set correctly.

If an individual lug nut has not retained the specified torque within the "10, 25, and 50 mile settling-in" period, (i.e. nuts turn, even by a small amount, when the specified torque is applied) as measured by a torque wrench, the travel trailer should be taken to the nearest Fleetwood dealer to have the wheel and axle components inspected to determine the reason(s) for the torque-loss condition and to have the problem corrected.

## **WHAT SHOULD YOU DO?**

With this letter we are providing the Owner's Manual Supplement for your reference. As part of this campaign instruct and demonstrate for the customer how to use the procedure for achieving and maintaining proper wheel lug nut torque.

Customers with the "Aluminum Wheel" option have been advised to contact their selling dealer to have the wheels removed for mating surface paint removal and inspection of wheel mating components. Please refer to the enclosed Recall Bulletin #40521 for detailed repair instructions.

## **WHAT SHOULD YOU DO? *continued***

### **Key Points to this repair are:**

- Return all units to the dealer.
- Inspect, repair and/or replace any damaged wheels, lug nut studs and lug nuts.
- Remove paint from hub and wheel mating surfaces.
- Instruct and demonstrate to the customer the torque check requirement of 10, 25, and 50 miles.

Should you perform this service for a customer or for a unit in your inventory, please submit a claim electronically through FDN or complete a *Fleetwood Repair Order (Form X-SR-042)*. Once repairs are completed, have the customer sign the *Fleetwood Repair Order* and return it to your Fleetwood National Warranty Processing Center for payment. Please fill out the enclosed *Vehicle Information Update Card* and return it to Fleetwood. If the owner of a travel trailer contacts you with questions concerning this topic, please assist them or refer them to Fleetwood Owner Relations, by calling (800) 509-3418, Monday through Friday, 7am until 4pm, Pacific Time.

Fleetwood will repair at no cost to the customer any of the conditions described in Recall Bulletin #40521.

You will be reimbursed in accordance with Product Recall #40521 by using the following flat rate code selection (only one applies):

#### **Flat Rate Code:**

- 9134-11 2.0 hr. Inspected/Not Defective
- 9134-12 2.0 hr. Inspected/Defective/Repaired
- 9134-13 2.0 hr. Inspected/Defective/Owner Declined
- 9134-14 2.0 hr. Inspected/Defective/Missing Parts
- 9134-15 2.0 hr. Inspected/Defective/Need Tools
- 9134-16 0.2 hr. Unable to Notify Customer
- 9134-17 0.2 hr. Customer Unreachable

Federal Law (Section 154 of the National Traffic and Motor Vehicle Safety Act of 1986) 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.

Thank you for helping Fleetwood with its continuing efforts to maintain customer satisfaction. If you have any questions, please contact Fleetwood's Dealer Technical Support Group by calling 800-815-8825.

Sincerely,

**FLEETWOOD ENTERPRISES, INC.**



Tina Inkote  
Service Coordinator  
Recreation Vehicle Division

Enclosed:     Recall #40521 Customer Letter  
                  Recall #40521 Service Bulletin



*Driven to Explore*

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## **IMPORTANT RECALL INFORMATION #40521**

### **JULY 2004**

Dear Valued Fleetwood Travel Trailer Customer:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act. Please read the important information contained in this Recall Notification in its entirety. You may have already returned your vehicle for repairs performed under a previous recall #31028 intended to provide the correct torque specifications and emphasize the importance of following the torque procedure as a maintenance item as outlined in the Owner's Manual. Fleetwood is asking all customers identified in this separate recall #40521 to contact their selling dealership to have these recall repairs performed.

Fleetwood Enterprises, Inc. on behalf of its subsidiary manufacturing centers located in Pendleton, Oregon; La Grande, Oregon; Longview, Texas; Rialto, California; Crawfordsville, Indiana; Edgerton, Ohio; Campbellsville, Kentucky; Hancock, Maryland; and Lindsay, Ontario, Canada has decided that a defect which relates to motor vehicle safety exists in certain 2002 and 2003 model year Pride and Triumph conventional and fifth wheel travel trailers, and 2004 model year Pride, Triumph, Prowler, Wilderness, Terry, Mallard and Pioneer conventional and fifth wheel travel trailers equipped with aluminum wheels.

#### **WHAT IS THE PROBLEM?**

Specifically, certain 2002 and 2003 Pride and Triumph conventional and fifth wheel travel trailers and 2004 Pride, Triumph, Prowler, Wilderness, Terry, Mallard and Pioneer conventional and fifth wheel travel trailers may not have had the proper wheel lug nut torque applied to the optional Aluminum Wheel before leaving the manufacturing plant. Additionally, excessive paint applied to the mating surface of the hub may cause the lug nuts to be more sensitive to loosening during the initial settling-in of components and after a wheel has been removed for service (at any time during the life of the conventional or fifth wheel travel trailer). It is critical that Owners/Users of vehicles equipped with aluminum wheels must strictly adhere to the torque procedures.

Certain Owner's Manuals provided incorrect torque values. Proper wheel lug nut torque is important for safe and dependable towing. It is critical to apply and maintain proper wheel lug nut torque on conventional and fifth wheel travel trailer axles. The conditions noted above can increase the risk of wheel separation and result in a crash or personal injury.

#### **IMPORTANT**

As part of this recall procedure all four wheels on your conventional or fifth wheel travel trailer will be removed to perform the recall repairs. It is critical that you follow the torque procedure and check the lug nut torque on all four wheels upon departure from the dealership. A torque wrench must be used to check torque. Please refer to the attached Owner's Manual Supplement for the proper torque procedure and torque specification.

## **WHAT WILL FLEETWOOD DO?**

Fleetwood will provide at no charge to the customer:

- An updated Owners Manual Supplement (provided with this letter)
- Recall Repair Procedure (To be performed at your Authorized Selling/Service Fleetwood Dealership)
  - Inspection and repair, or replacement, of any damaged wheels, lug nuts, lug studs and mating surfaces
  - Removal of paint film from mating surfaces

## **WHAT SHOULD YOU DO?**

Since this defect affects motor vehicle safety, it is recommended that you immediately have your fifth wheel or conventional travel trailer repaired by contacting your selling dealer and make an appointment to have the repairs performed.

At the time of your appointment, the dealer will perform the recall repairs that are described above. After the recall repair procedure has been performed, a dealership representative will instruct and demonstrate to you how to properly tighten and check the lug nut torque on your fifth wheel or conventional travel trailer.

The total length of time your fifth wheel will be out of service will depend on the dealer's work schedule at the time of repairs.

Maintaining proper torque is the Owner's/User's responsibility. The Owner/User may check proper torque by using a torque wrench or have the torque checked at any authorized Fleetwood repair facility, or most automotive repair facilities. If for any reason during these repairs, the Owner/User would like to have the dealership recheck the torque, the Owner/User may elect to return to the servicing dealership to verify that the torque is set correctly.

If you have had this concern corrected previously, you may be eligible for reimbursement of your cost for the repair. For more information regarding this recall #40521, contact Fleetwood Owner Relations at (800) 809-3418, Monday through Friday, 7am until 4pm, Pacific Time.

When you deliver your travel trailer for repairs, your dealer will complete a Fleetwood Repair Order. Upon completion of the repair, please sign the Fleetwood Repair Order and fill out the enclosed, self-addressed *Vehicle Information Update Card* and return it to Fleetwood. Additionally, since this repair requires the removal of all four "Aluminum Wheels", you will need to observe the torque procedure for wheels that have been removed or replaced for service.

If you have changed your address or sold the conventional or fifth wheel travel trailer, please take a moment to provide the name and address of the person or dealership you sold it to on the enclosed *Vehicle Information Update Card*, and return it to Fleetwood. That way we can update our records, and if necessary, notify the new owner using the information you provide.

**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 – Recall 40521  
2350 Fleetwood Drive  
Riverside CA 92506  
(800) 509-3418**

**If you believe that the dealer and/or 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) 327-4238**

**Fleetwood Enterprises, Inc. is taking these steps in the interest of your safety. We regret any inconvenience this may cause you.**

**Sincerely,**

**FLEETWOOD ENTERPRISES, INC.**

**Tina Inkrote  
Service Coordinator  
Recreation Vehicle Division**

# Fleetwood Conventional and Fifth Wheel Travel Trailer Owner's Manual Supplement

## Wheel Lug Nut Torque Information Steel and Aluminum Wheels

This Owner's Manual Supplement is to be used in conjunction with the Owner's Manual supplied with your conventional or fifth wheel travel trailer.

This Owner's Manual Supplement contains information that was incorrect and/or incomplete in your Owner's Manual.

### Wheel Lug Nut Torque Specifications

Wheel	Type	Size	Lug	Recommended Torque
Steel Wheel 13 x 4.5 x 345 AW	Spoke	13	5	80 - 90 ft.-lbs.
Steel Wheel 14 x 5.5 x 345 AW	Spoke	14	5	80 - 90 ft.-lbs.
Steel Wheel 15 x 5 x 345 AW	Spoke	15	5	80 - 90 ft.-lbs.
Steel Wheel 15 x 6 x 655 AW	Spoke	15	5	80 - 90 ft.-lbs.
Steel Wheel 16 x 6 x 655 AW	Spoke	16	6	90 - 100 ft.-lbs.
Aluminum Wheel 15 x 7 x 655	Spoke	15	6	110 - 120 ft.-lbs.
Aluminum Wheel 16 x 7 x 655	Spoke	16	6	110 - 120 ft.-lbs.
Aluminum Wheel 15 x 6 x 345	Modular	15	6	110 - 120 ft.-lbs.
Aluminum Wheel 15 x 6 x 655	Modular	15	6	110 - 120 ft.-lbs.
Aluminum Wheel 16 x 6 x 655	Modular	16	6	110 - 120 ft.-lbs.

### Mounting the Wheel

Place the wheel on the wheel mounting surface. Replace the wheel lug nuts with the rounded end of the lug nut toward the wheel. Tighten each lug nut by hand until the wheel is held against the wheel mounting surface. Lower the tire to the ground. Tighten the lug nuts to an initial 60 ft.-lbs., and then to the final torque specification.

Before each trip be sure to check and tighten the wheel lug nuts if necessary to the torque specification. If a wheel has been removed or replaced check the torque again at 10, 25, and 50 miles of initial road use.

### Wheel Lug Nut Tightening Sequence



### ! Warning

If not properly tightened, loose lug nuts can damage the road and/or wheel. If driven in this condition for any extended period, severe wheel damage or loss could occur affecting the handling of your trailer.