



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 2, 2010

MR. STEVE L. HEIM
NATIONAL OWNER RELATIONS MANAGER
FLEETWOOD RV, INC.
1010 COMMERCE DR.
DECATUR, INDIANA 46733

NVS-215dgl
10V-304

SUBJECT: EMERGENCY EGRESS WINDOW

DEAR MR. HEIM:

This letter serves to acknowledge Fleetwood RV Inc's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
FLEETWOOD/ENCOUNTER/2010
FLEETWOOD/STORM/2011

Mfg's Report Date: June 28, 2010

NHTSA Campaign Number: 10V-304

Components: EQUIPMENT RECREATIONAL VEHICLE

Potential Number of Units Affected: 72

Summary:

FLEETWOOD RV IS RECALLING CERTAIN MODEL YEAR 2010 ENCOUNTER AND MODEL YEAR 2011 STORM 28MS CLASS A MOTOR HOMES MANUFACTURED FROM DECEMBER 16, 2009 THROUGH MAY 26, 2010. AN EMERGENCY EGRESS WINDOW WAS NOT INSTALLED IN THE ROAD SIDE BEDROOM WALL. IN THE EVENT OF A FIRE OR OTHER EMERGENCY, PERSONS IN THE BEDROOM AREA MUST EXIT THROUGH THE DOOR SIDE BEDROOM EMERGENCY EGRESS WINDOW OR THROUGH THE FORWARD ENTRY DOOR.

Consequence:

IF THE ENTRY DOOR AND THE DOOR SIDE BEDROOM EMERGENCY EGRESS WINDOW ARE BLOCKED, THERE IS NO WAY OUT OF THE MOTOR HOME INCREASING THE RISK OF PERSONAL INJURY.

Remedy:

DEALERS WILL REMOVE THE EXISTING ROAD SIDE WINDOW AND REPLACE IT WITH AN EMERGENCY EGRESS WINDOW. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JULY 2010. OWNERS MAY CONTACT FLEETWOOD OWNER RELATIONS AT 800-509-3418.

Notes:

FLEETWOOD SAFETY RECALL NO. 10625FRV. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement