



Fleetwood RV, Inc.
1010 Commerce Dr.
Decatur, Indiana 46733
P: (800) 322-8216 / www.fleetwoodrv.com

IMPORTANT RECALL INFORMATION #10625FRV

July 2010

Dear Valued Fleetwood RV Customer:

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

Fleetwood RV, Inc., on behalf of its subsidiary manufacturing centers located in Decatur, Indiana and Riverside, California, has decided that a noncompliance which relates to motor vehicle safety exists in certain model year 2010 Encounter and 2011 Storm Model 28MS Class A motor homes.

WHAT IS THE PROBLEM?

On motor homes affected by this recall, 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. If the entry door and the door side bedroom emergency egress window are blocked, there is no way out of the motor home.

WHAT SHOULD YOU DO?

Due to safety related reasons, please make certain your motor home is immediately inspected and repaired by contacting an authorized Fleetwood RV, Inc. dealer.

WHAT WILL FLEETWOOD DO?

With your continued satisfaction in mind, it is our intention to have these repairs made at your convenience with as little disruption as possible. Effective immediately, Fleetwood dealers have been supplied with all of the information needed to enable them to remove the existing road side window and replace it with an emergency egress window.

This service will be performed for you free of charge,

If you have paid to have this concern corrected previously, you may be eligible for reimbursement of your cost for that repair. For more information, please contact Fleetwood Owner Relations at (800) 509-3418.

When you deliver your motor home for repairs, your dealer will complete a ***Repair Order***. Upon completion of the repair, please sign the ***Repair Order*** and fill out the enclosed self-addressed ***Vehicle Information Card*** and return it to Fleetwood.

If you have changed your address or sold the motor home, 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. This will allow us to update our records and if necessary, notify the new owner using the information you provide.

For leased vehicles - 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 # 10625FRV

P.O. Box 1007
Decatur, Indiana 46733
(800) 509-3418

If you believe that the dealer and Fleetwood RV, 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
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236
(TTY: 1-800-424-9153)
or go to
<http://www.safercar.gov>

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

Sincerely,

FLEETWOOD RV, INC.