

Fleetwood Enterprises, Inc.  
Motor Home Division  
Recreational Vehicle Group  
2970 Myers Street, P.O. Box 7638  
Riverside, California 92513-7638  
(909) 351-3800 FAX (909) 351-3986

RECEIVED  
99 JUL -6 AM 10:00  
DEFECTS INVESTIGATION  
FLEETWOOD

June 22, 1999

Dir/Eng 00-36

Associate Administrator for Safety Assurance  
**NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**  
400 Seventh St., S.W.  
Washington D.C. 20590

99-156 (01)

Attention Associate Administrator:

On June 18, 1999, Fleetwood Enterprises, Inc. determined that a Safety Defect exists in motor homes as listed below, and is furnishing this notification in accordance with 49 CFR Part 573.9 "Defect and Noncompliance Reports".

The following is the information required by 49 CFR Part 573.9:

- This report was prepared on June 21, 1999
  - Fleetwood has assigned 90611 as an identification code to this voluntary recall.
- 1) The affected motor homes were manufactured by the following wholly owned subsidiary of Fleetwood Enterprises, Inc.:
- Fleetwood Motor Homes of Indiana, Inc.
  - 1803 Winchester Street, P.O. Box 1006
  - Decatur, Indiana 46733-5006

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

Robert E. Wozniak  
Director of Engineering Services - Motor Home Group  
Fleetwood Enterprises, Inc.  
2970 Myers St.  
Riverside, California 92513-7638  
Telephone: (909) 351-3814  
Fax: (909) 351-3986

- 2) The affected motor homes are 1998 model year Flair brand class "A" motor homes manufactured between July 9, 1997 and July 22, 1998. The affected motor homes have Fleetwood identification numbers ranging from 732HW5225196 to 732HW5227441.

The July 97 date coincides with the start of production of the 1998 model year Flair motor home. The July 98 date coincides with the close of the 1998 model year motor home production.

- 3) Fleetwood reports that there are approximately 417, 1998 model year Flair motor homes containing the safety defect.

- 4) Fleetwood estimates that 30% of the identified motor homes contain the safety defect.
- 5) The identified motor homes have incorrect length huck bolts holding the trailer hitch to the motor home frame. These incorrectly sized bolts can loosen and this results in separation of the trailer hitch from the motor home. This leads to towed unit separation or the hitch falling to the ground and becoming a road hazard.
- 6) Not applicable.
- 7) The Fleetwood Motor Home Group Engineering Services Staff began an investigation into this situation when a report of hitch separation was received during May of 1999.

To date, Fleetwood is aware of one incident related to this defect. No injuries resulted from the identified incident.

- 8) A Recall Service Bulletin will be provided that details the inspection and repair. This repair is to remove the existing bolts and replace with correctly sized nuts, lock washers, and bolts. This work will be done either by a Fleetwood Dealer, Fleetwood Parts and Service Center, or an authorized repair station. Fleetwood Enterprises Inc., will pay for all materials and labor pertinent to the recall.
- 9) Fleetwood intends to conduct a dealer notification mailing on June 30, 1999.  
Fleetwood intends to conduct a customer notification mailing on July 14, 1999.
- 10) Copies of subsequent correspondence will be submitted to the NHTSA within five (5) working days of distribution. This correspondence will include:

- I) Letter of Dealer Notification
- II) Letter of Customer Notification
- III) Recall Service Bulletin

In accordance with our customary practice, we are requesting your review of the enclosed drafts of letters to dealers and owners. Also enclosed is a draft of the Recall Service Bulletin which details the remedy to be applied to the subject motor homes.

If additional information is required, please contact myself.

Sincerely,



Robert E. Wozniak  
Director of Engineering Services  
Motor Home Group  
REW/ss

DRAFT ONLY

July 14, 1999

FIRST NOTICE**IMPORTANT RECALL INFORMATION**

Dear Valued Customer:

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

Fleetwood Enterprises, Inc. has determined that a defect relating to motor vehicle safety exists in certain 1998 Flair brand motor homes, built at our Decatur, Indiana manufacturing plant. We have determined that a safety defect exists in these motor homes and are notifying owners in order to correct the problem.

On motor homes affected by this recall, the subject motor homes were equipped with improperly sized huck bolts which attach the trailer hitch to the motor home.

Due to safety related reasons and the potential for an accident please make certain your vehicle is inspected immediately and repaired if necessary. If it is necessary for you to operate your motor home before inspection or repair, do not tow anything. Before operating your motor home, inspect the attachment of your trailer hitch to assure that it is tight. If loose, either remove the hitch from the motor home, or contact your dealer, or Fleetwood's Customer Assistance Department at (800) 322-8216, for immediate assistance.

Since this defect affects motor vehicle safety, it is recommended that you immediately have your motor home repaired by contacting the dealer who sold you your motor home and making an appointment to have this repair performed. If the selling dealer is not available, another Fleetwood motor home dealer may do this work for you. Repairs should take no longer than 1 hour. The total length of time the motor home will be out of service will depend on the dealer's work schedule.

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 and ask your dealer to return it to us.

If you no longer own this vehicle, please notify Fleetwood by calling our Customer Service Department at (800) 322-8216 stating the name, address, and telephone number of the buyer. This will enable us to send this important recall information to the new owner.

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

**Motor Home Service Division  
Fleetwood Enterprises, Inc.  
P.O. Box 7638  
Riverside, CA 92513-7638  
(800) 322-8216**

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 SW  
Washington D.C. 20590**

or call the toll-free Auto Safety Hotline at (800) 424-9393. Residents of Washington D.C. area should call (202) 366-0123.

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

This letter does not constitute an acknowledgment of legal liability.

Sincerely,

**FLEETWOOD ENTERPRISES, INC.**

**Tina Beck  
Service Administrator  
Motor Home Division**

Enclosures

June 30, 1999

**DRAFT ONLY****IMPORTANT RECALL INFORMATION****Dear Valued Dealer:**

Fleetwood Enterprises, Inc. 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 determined that a defect relating to motor vehicle safety exists in certain 1998 model year Flair brand motor homes, built at our Decatur, Indiana manufacturing plant. We are notifying owners in order to correct the problem. A copy of the letter sent to owners is enclosed for your information.

As described in the letter to owners, the subject motor homes were equipped with improperly sized huck bolts which attach the trailer hitch to the motor home.

To correct this defect, it is necessary to make the necessary repairs as described in the enclosed **Recall Service Bulletin #90611**. (Note: An inspection is required to determine if this repair procedure is necessary).

If you have one of these vehicles in your inventory, you will be mailed a recall notice for that specific motor home involved in this Recall #90611.

Owners of the above mentioned Flair motor homes have been asked to contact a Fleetwood dealer to have the described defective condition remedied. 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 us. The repair order should be submitted to your regional Fleetwood Motor Home Service Center for payment. You will be paid a repair fee in accordance with the Service Bulletin. Customers will not be charged for these repairs.

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.**

Thank you for helping Fleetwood with its continuing efforts to maintain customer satisfaction.

Sincerely,

**FLEETWOOD ENTERPRISES, INC.**

Tina Beck  
Service Administrator  
Motor Home Division

Enclosures

## TRAILER HITCH HUCK BOLT REPLACEMENT PROCEDURE

This procedure is for inspection and correction of the trailer hitch attachment to 1998 Flair chassis frame extensions.

Inspect the trailer hitch huck bolts for the correct grip. (See illustration 1&2).

If the huck bolts are installed per illustration #1 then no further action is needed.

If the trailer hitch is bolted on with 4 each  $\frac{1}{2}$ -20 x 2" grade 5 bolts, no further action is needed. (See illustration #4).

If the huck bolts are not installed per illustration #1, then remove the huck bolts using a cutting torch or a sawsall being careful not to damage the trailer hitch or frame extension by cutting the collar end of the huck bolt off. Then install 4 each  $\frac{1}{2}$ x20x2" bolts per illustration #3.

### Tools:

$\frac{1}{2}$ " drive torque wrench  
 $\frac{3}{4}$ " end wrench  
 $\frac{3}{6}$  x  $\frac{1}{2}$ " drive socket  
 sawsall with metal cutting blade  
 cutting torch

### Parts:

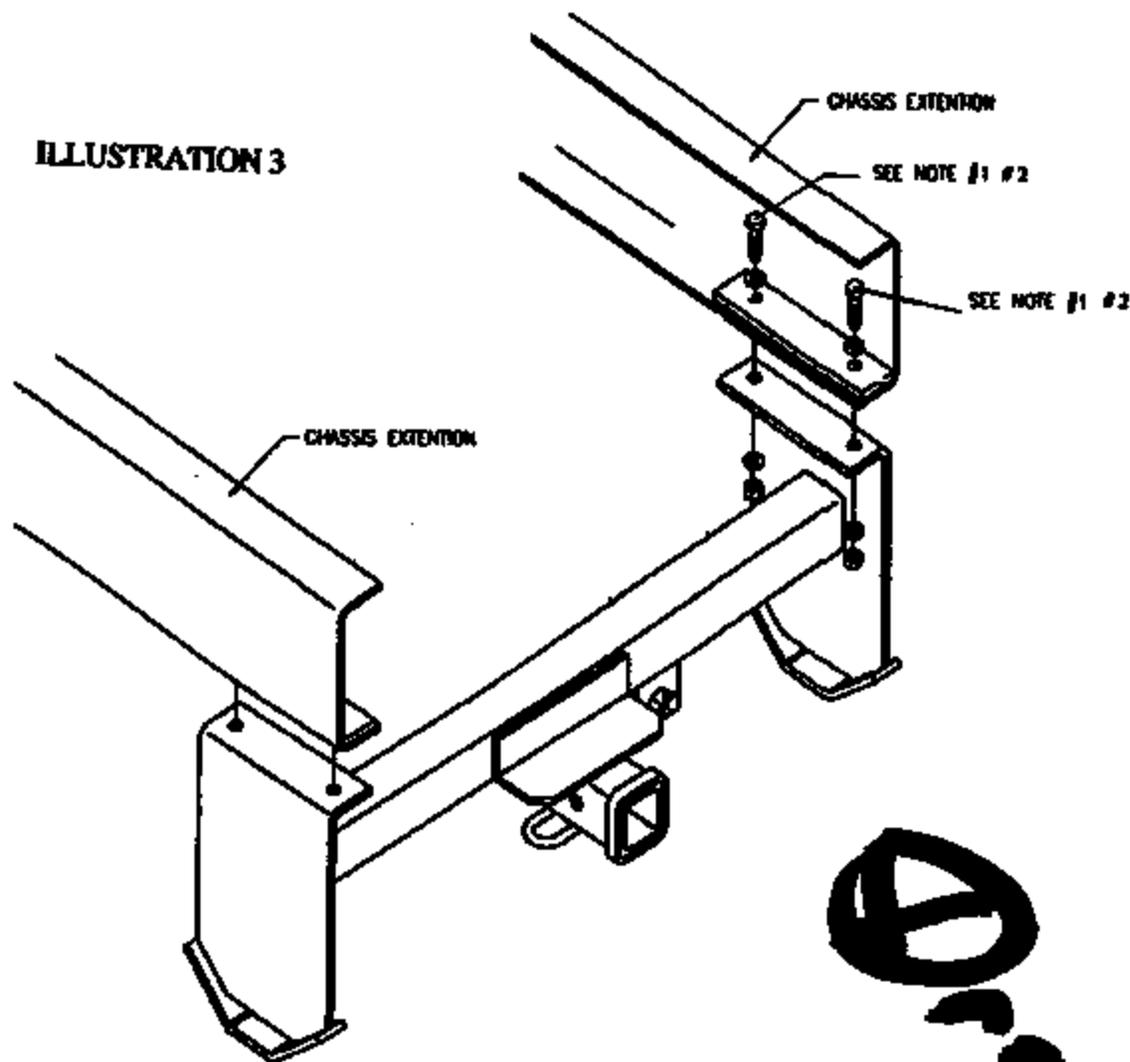
4 - bolts	$\frac{1}{2}$ -20x2" grade 5
4 - nuts	$\frac{1}{2}$ -20" grade 5 Ny-lock
8 washers	$\frac{1}{2}$ " flat plated grade 5
4 lock washers	$\frac{1}{2}$ " plated grade 5

### Time:

Inspection	.1 hours
Inspect & repair	.7 hours

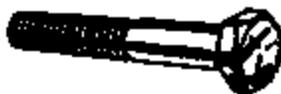


ILLUSTRATION 3



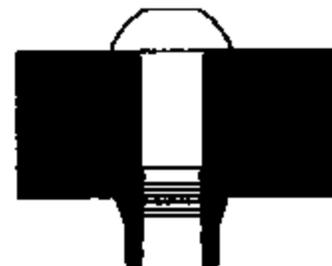
- NOTES:  
 1: TIGHTEN NUTS TO 85 +/- 5 FT / LBS  
 2: SEE PARTS LIST FOR NUTS AND BOLTS

ILLUSTRATION 4



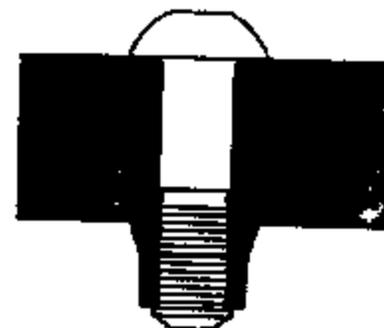
TYPICAL GRADE 5 BOLT

ILLUSTRATION 2



INCORRECT COLLAR INSTALLATION SHOWN

ILLUSTRATION 1



CORRECT COLLAR INSTALLATION SHOWN

*Draft*