



FLEETWOOD ENTERPRISES, INC.
3030 Myers Street, P. O. Box 7638
Riverside California 92513-7638
(800) 445-3307 Fax (909) 353-7040

IMPORTANT RECALL INFORMATION #31028

November, 2003

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

**SUBJECT: PRODUCT RECALL #31028 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., is requesting your assistance in conducting a voluntary recall notification campaign in accordance with the National Traffic Safety 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 built at our Pendleton, Oregon; La Grande, Oregon; Longview, Texas; Rialto, California; Crawfordsville, Indiana; Edgerton, Ohio; Campbellsville, Kentucky; Hancock, Maryland; and Lindsay, Ontario, Canada manufacturing plants. 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?***

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 for the optional "Aluminum Wheel" before leaving the manufacturing plant. Additionally, the owner's manual may not contain the correct torque requirements for the "Aluminum Wheels" that you need to know to safely tow your conventional or fifth wheel travel trailer. This matter is very important and requires your attention.

Proper wheel lug nut torque is very important for safe and dependable trailering. It is extremely important to apply and maintain proper wheel lug nut torque on conventional and fifth wheel travel trailer axles.

! WARNING

Wheel lug nuts must be applied and maintained at the proper torque levels to prevent loose wheels, damaged/broken lug(s) and separation of wheels from the axle. Separation of a wheel in transit may create a significant road hazard and may also result in loss of vehicle control.

Loss of vehicle control may create a crash resulting in personal injury or death.

**What
is the
problem?
continued**

It is critical that the lug nuts of the conventional and fifth wheel travel trailers be properly torqued during the first 10, 25 and 50 miles of road operation. Settling of components during the first few miles of operation may cause the loosening of the wheel lug nuts.

Maintaining proper wheel lug nut torque is the owner's/user's responsibility.

SPARE WHEEL

If equipped, your conventional or fifth wheel travel trailer may have an optional spare tire and wheel. The lug nuts specified for the optional steel spare wheel are different than the lug nuts for the optional "Aluminum Wheels". Lug nuts for the optional spare wheel were provided in your owner's information packet. Specific lug nuts match specific types of wheels. It is important to mount the spare wheel with the correct lug nuts, tighten to the specified torque, and continue to retorque at 10, 25 and 50 miles or until the recommended torque is established. Check torque periodically thereafter.

**What
should
you do?**

With this letter we are providing a current wheel lug nut torque reference guide. Fleetwood recommends that you use this reference guide for achieving and maintaining proper wheel lug nut torque.

Customers with the "Aluminum Wheel" option have been advised to contact their selling dealer or an authorized Fleetwood Service Center to have wheel lug nuts torqued to the proper specifications. If damage to the "Aluminum Wheel" has occurred due to improper wheel lug nut torque, Fleetwood will replace the "Aluminum Wheel" at no cost to the customer. If damage to a lug(s) has occurred due to improper wheel lug nut torque, Fleetwood will repair at no cost to the customer.

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.

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 Regional Fleetwood Warranty Processing Center for payment. Please fill out the enclosed ***Vehicle Information Update Card*** and return it to Fleetwood. Customers will not be charged for these repairs. If you are contacted by the owner of a travel trailer with questions concerning this topic, please ask them to contact Fleetwood Owner Relations, Towable Group by calling (800) 445-3307.

You will be reimbursed in accordance with Product Recall #31028 by using the following flat rate code selection: (only one applies)

Flat Rate Code:

- 9126-11 .2 hr Inspected/Not Defective
- 9126-12 .3 hr. Inspected/Defective/Repaired
- 9126-13 .2 hr. Inspected/Defective/Owner Decline
- 9126-14 .2 hr. Inspected/Defective/Missing Parts
- 9126-15 .2 hr. Inspected/Defective/Need Tools
- 9126-16 .2 hr. Unable to Notify Customer
- 9126-17 .2 hr. Customer Unreachable

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 your regional Fleetwood Service Center.

Sincerely,

Fleetwood Enterprises, Inc.

Brad Williams
Director of Service
RV Towable Group

RECALL
BULLETIN:
#31028

YEAR(S)
AFFECTED:
2002, 2003,
2004

PRODUCT(S)
AFFECTED:
All Travel Trailers
and Fifth Wheels

MODEL(S)
AFFECTED:
All

SUBJECT:
Wheel Lug Nut
Torque

KEYWORDS:
Lug Nuts,
Wheels, Steel
Wheel, Aluminum
Wheels

ISSUE DATE:
November 2003

The purpose of this bulletin is to inform all Fleetwood dealers about information pertaining to all travel trailer and fifth wheels. If you are contacted by a retail customer regarding this matter, refer to the information listed.

IMPORTANT INFORMATION RELATED TO WHEEL LUG NUT TORQUE

This bulletin includes the travel trailer and fifth wheel lug nut torque reference guide related to wheel lug nut torque, tightening sequence and tightening intervals. The reference guide can be referenced on the back page of this bulletin.

Additionally the following information should be referenced during the **Product Delivery Process** prior to retail delivery.

If you have any questions concerning this bulletin, contact your regional Fleetwood towable factory service center.

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.*

FLEETWOOD TRAVEL TRAILER AND FIFTH WHEEL, WHEEL LUG NUT TORQUE REFERENCE GUIDE

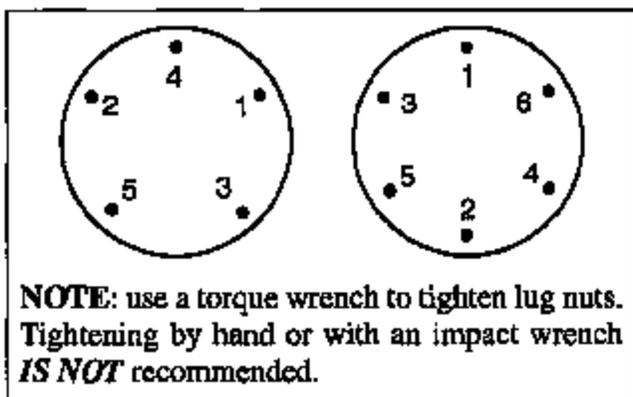
⚠ WARNING

Wheel lug nuts must be applied and maintained at the proper torque levels to prevent loose wheels, damaged/broken lugs, and separation of wheels from the axle. Separation of a wheel in transit may create a significant road hazard and may also result in loss of vehicle control. Loss of vehicle control may create a crash resulting in personal injury or death.

Steel and Aluminum Wheel Lug Nut Torque Specifications

WHEELS	TYPE	SIZE	RECOMMEND TORQUE
Steel Wheel 13 x 4.5 x 545	Spoke	13	80 - 90 ft-lbs
Steel Wheel 14 x 5.5 x 545	Spoke	14	80 - 90 ft-lbs
Steel Wheel 15 x 5 x 545	Spoke	15	80 - 90 ft-lbs
Steel Wheel 15 x 6 x 655	Spoke	15	90 - 100 ft-lbs
Steel Wheel 16 x 6 x 655	Spoke	16	90 - 110 ft-lbs
Aluminum Wheel 15 x 7 x 655	Spoke	15	110 - 120 ft-lbs
Aluminum Wheel 16 x 7 x 655	Spoke	16	110 - 120 ft-lbs
Aluminum Wheel 15 x 6 x 545	Modular	15	110 - 120 ft-lbs
Aluminum Wheel 15 x 6 x 655	Modular	15	110 - 120 ft-lbs
Aluminum Wheel 16 x 6 x 655	Modular	16	110 - 120 ft-lbs

WHEEL LUG NUT TIGHTENING SEQUENCE



WHEEL LUG NUT TIGHTENING INTERVALS

Steel and Aluminum Wheels

Before each trip, be sure to check and tighten the wheel lug nuts if necessary, to the specified torque. If a wheel has been removed or replaced, check the torque again at **10, 25 and 50 miles** or until the recommended torque is established. Spare tires/wheels, if equipped, may require different wheel lug nuts.



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IMPORTANT RECALL INFORMATION #31028 November, 2003

Dear Valued Fleetwood Travel Trailer Customer:

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

Fleetwood 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.

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 for the optional "Aluminum Wheel" before leaving the manufacturing plant. Additionally, the owner's manual may not contain the correct torque requirements for the "Aluminum Wheels" that you need to know to safely tow your conventional or fifth wheel travel trailer. This matter is very important and requires your attention.

Proper wheel lug nut torque is very important for safe and dependable trailering. It is extremely important to apply and maintain proper wheel lug nut torque on conventional and fifth wheel travel trailer axles. Torque is a measure of the amount of tightening applied to a fastener (nut) and expressed as length times force. For example, a force of 120 pounds applied at the end of a wrench one foot long will yield 120 lbs/ft of torque. Torque wrenches are the only method to assure the proper amount of torque is being applied to a wheel lug nut.

! WARNING

Wheel lug nuts must be applied and maintained at the proper torque levels to prevent loose wheels, damaged/broken lug(s) and separation of wheels from the axle. Separation of a wheel in transit may create a significant road hazard and may also result in loss of vehicle control.

Loss of vehicle control may create a crash resulting in personal injury or death.

It is critical that the wheels of the conventional and fifth wheel travel trailers be properly torqued during the first 10, 25 and 50 miles of road operation. Settling of components during the first few miles of operation may cause the loosening of the wheel lug nuts.

Maintaining proper wheel lug nut torque is the owner's/user's responsibility.

**What is the
problem?
continued**

A torque wrench with required accuracy is available for approximately \$50.00 at most automotive stores.

Before each trip be sure to tighten the wheel lug nuts following the proper tightening sequence to the specified torque. If you notice a wheel wobbling or hear a rattling sound coming from a wheel, one or more wheel lug nuts may have come loose. If you believe lug nuts may have come loose, safely stop the vehicle at the side of the road as soon as possible. Tighten all lug nuts to the specified torque. If you believe the lug threads of the wheel are damaged or faulty, get professional service assistance.

Do not tow the conventional or fifth wheel travel trailer with missing lug bolts, missing lug nuts or a damaged wheel.

A current wheel lug nut torque reference guide is enclosed along with this letter for your reference. Please refer to this guide to determine the required torque for your conventional or fifth wheel travel trailer wheel lug nuts, the proper wheel lug nut tightening sequence, the required wheel lug nut tightening intervals, and how to mount a wheel any time a wheel is replaced.

SPARE WHEEL

If equipped, your conventional or fifth wheel travel trailer may have an optional spare tire and wheel. The lug nuts specified for the optional steel spare wheel are different than the lug nuts for the optional "Aluminum Wheels". Lug nuts for the optional spare wheel were provided in your owner's information packet. Specific lug nuts match specific types of wheels. It is important to mount the spare wheel with the correct lug nuts, tighten to the specified torque, and continue to retorque at 10, 25 and 50 miles or until the recommended torque is established. Check torque periodically thereafter.

**What will
Fleetwood
do?**

With this letter we are providing a current wheel lug nut torque reference guide. Fleetwood recommends that you use this reference guide for achieving and maintaining proper wheel lug nut torque. If you have the "Aluminum Wheel" option, please contact your selling dealer or authorized Fleetwood Service Center if you have any questions or to have your wheel lug nuts torqued to the proper specifications. If your "Aluminum Wheel" has been damaged due to improper wheel lug nut torque, Fleetwood will replace your "Aluminum Wheel" at no cost to you. If damage to a lug(s) has occurred due to improper wheel lug nut torque, Fleetwood will repair at no cost to you. Fleetwood will also provide a one-time inspection and wheel torque if necessary, at no cost to you.

**What
should
you do?**

Maintaining proper wheel lug nut torque is the owner's/user's responsibility. Please use the enclosed wheel lug nut torque reference guide to achieve correct wheel lug nut specifications. Before each trip, be sure to check and tighten the wheel lug nuts if necessary to specified torque. If a wheel has been replaced check the torque at 10, 25 and 50 miles and periodically until the required torque is maintained at a constant value. Keep this wheel lug nut torque reference guide in your conventional or fifth wheel travel trailer owner's manual for easy reference.

If you have had this concern corrected previously, you may be eligible for reimbursement of your cost for the repair. For more information contact Fleetwood Owner Relations at (800) 445-3307.

**What
should
you do?
Continued**

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, fill out the enclosed, self-addressed *Vehicle Information Update Card* and return it to Fleetwood.

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 Towable Group
P.O. Box 7638
Riverside, CA 92513-7638
(800) 445-3307**

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.

Sincerely,

Fleetwood Enterprises, Inc.

Brad Williams
Director of Service
RV Towable Group