

April 7, 2004

To: Mr. Tom Bowman  
 From: Brad Williams  
 Subject: Response to ODI - NHTSA, March 26, 2004 e-mail from Tom Bowman

The following is in response to your e-mail of March 26, 2004, outlining certain investigation questions that ODI raised during a phone conversation with Bob Wozniak and me. After you have had an opportunity to review this response, please feel free to contact me with any questions you might have.

(A) Paragraph #1

Fleetwood understands that ODI is contacting customers that own Fleetwood travel trailers and fifth wheels involved with wheel events.

Paragraph #2

Fleetwood understands that ODI is interested in retrieving wheel end components involved in wheel events to allow for a better understanding of the circumstances surrounding these events.

Paragraph #3

ODI is not correct in this summary of information. Fleetwood is in possession of both axles, four wheels, lug studs, lug nuts from event #58, Mr. Raymond Titera, 23-06398. The parts from this #58 event are located at Fleetwood Corporate offices in Riverside, CA. Some of the parts returned from event #58 are not original as a result of a repair facility trying to get the customer back on the road.

Fleetwood is not in possession of any parts involved with event #57, Mr. Donald [REDACTED] unit, 15-92272. The event occurred on or around 7/27/03. The event was not reported to Fleetwood until 11/13/03 by Stiers RV. Parts were not returned based on this delay.

Fleetwood understands ODI will not attempt to retrieve parts from events on units 15-92272 and 23-06398.

Paragraph #4

Fleetwood and Mr. Keith [REDACTED] were not able to retrieve the door side rear wheel lost in transit on 2/21/04 to unit 23-05945, event #65. Fleetwood has obtained the wheel studs that were sheared off. On 11/21/02, this same unit, 23-05945, was involved in an event in which the transporter reported the roadside rear wheel had an event. The wheel was retrieved and sent to Bob Wozniak at Fleetwood in Riverside. That wheel was given to Engineering for evaluation. The tag on this wheel came off during handling and the wheel cannot be specifically identified today.

(B) Identification of units and owners with report numbers submitted as attachment 26a:

(1) SRN 294009	Serial Number 23-05467	Not a wheel loss event.
(2) Report # 1500256	Serial Number 40-97934	Event #16
(3) SRN 0415406	Serial Number 42-80200	Steel wheel event and not reported on aluminum wheel matrix
(4) Report # 0413553	Serial Number 40-95801	Event #1

- (C) Event #4 – report 0414520, serial number 40-95671 reported 9/24/02, Mrs. Ruth Gillis. Bill Dunlop at Dexter reported that this report was opened in November, 2002 and closed February, 2003. No parts were received by Dexter to analyze.
- (D) ODI is directed to review the assembly manual pages provided in attachment 17a, in response to questions number 17. The pages provided are essentially self-explanatory however, please review the change descriptions outlined as follows:

AMR-01-A39 Date: 6/10/99 No changes were made by this document. AMR-01-A39 Date: 2/4/03 To update the assembly manual to show a torque range rather than a single torque value. The range is provided to compensate for torque wrench accuracies and differences.

AMR-28-A75 Date: 1/29/03 To update the assembly manual to show a torque range rather than a single torque value. The range is provided to compensate for torque wrench accuracies and differences.

AMR-01-A39 Date: 3/17/03 An upgrade of requirements to add aluminum wheels and different steel wheels. To upgrade the torque requirements for Continental Imports (Greenball) wheel to meet new supplier recommended torque values.

AMR-28-A75 Date: 3/17/03 An upgrade of requirements to add aluminum wheels and different steel wheels. To upgrade the torque requirements for Continental Imports (Greenball) wheel to meet new supplier recommended torque values.

AMR-01-A39 Date: 4/14/03 Update to incorporate the re-tighten schedule of 10, 25 and 50 miles.

AMR-28-A75 Date: 4/14/03 Update to incorporate the re-tighten schedule of 10, 25 and 50 miles.

AMR-01-A39 Date: 6/23/03 Add a new steel wheel to the AMR.

AMR-28-A75 Date: 6/23/03 Add a new steel wheel to the AMR.

[Bertoch, Jim] Attachment 17b - Memorandum to General Managers, Production Managers, Larry Budica and Bob Wozniak from Jim Bertoch dated October 31, 2002. This memo was sent out to update all plants to the proper torque requirements as provided by Continental Imports. Torque requirements were not changed by this memo.