



*Driven to Explore*

Fleetwood Enterprises, Inc.  
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## **IMPORTANT RECALL INFORMATION**

August, 2004

**TO: ALL FLEETWOOD DEALER PRINCIPALS,  
SALES MANAGERS, SERVICE MANAGERS,  
AND PARTS MANAGERS**

**SUBJECT: RECALL CAMPAIGN #40715  
Draw Tite Hitch Receiver**

Fleetwood Enterprises, Inc., on behalf of its subsidiary manufacturing centers located in Riverside, California and Paxinos, Pennsylvania, 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 decided that a defect relating to motor vehicle safety exists in certain 2003 and 2004 model year Terra, Flesta, Flair, Storm, Boulder, Pace Arrow and Southwind, Class A motor homes, as well as certain 2003 and 2004 model year Jamboree, Jamboree GT, Tioga and Tioga SL Class C motor homes manufactured between November 01, 2002 through March 23, 2004.

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?**

On motor homes affected by this recall, the Draw Tite brand hitch receivers manufactured by **Coquent Towing Products, Inc.**, and installed by subsidiary manufacturing centers of Fleetwood Enterprises, Inc., may be missing one or more welds that would normally exist between the hitch receiver box and the bottom support plate. During use, forces may be applied that could cause the existing welds to break and the hitch receiver box and towed load to separate from the towing vehicle. This can lead to an accident and/or personal injury.

If it is necessary for the Owner/User to operate the motor home before inspection and/or repair, **do not tow with or otherwise use the hitch receiver.**

## **WHAT SHOULD YOU DO?**

This repair consists of inspecting the hitch receiver to determine if any of the required welds are missing and replacing the hitch receiver, if necessary, at no cost to the customer. The inspection and repair could take up to 3.0 hours if the hitch receiver replacement is necessary. Customers will not be charged for these repairs.

Owners have been asked to contact a Fleetwood dealer to have the described defective condition remedied. In the event that a customer contacts you, please verify eligibility by referring to the enclosed Recall Service Bulletin #40715 prior to beginning the inspection and/or repairs.

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 Fleetwood National Warranty Processing Center in Decatur, Indiana for payment.

You will be reimbursed in accordance with Service Bulletin #40715 by using the following flat rate code section (only one applies):

Use the Flat Rate Codes below for motor homes with hitch receivers fastened with Huck bolts:

### **INSPECT OR INSTALL NEW HITCH RECEIVER**

9136-11	.40 hr. Inspected/Not Defective
9136-12	2.5 hr. Inspected/Defective/Repaired
9136-13	.40 hr. Inspected/Defective/Owner Declined
9136-14	.40 hr. Inspected/Defective/Missing Parts
9136-15	.40 hr. Inspected/Defective/Need Tools
9136-16	.20 hr. Unable to Notify Customer
9136-17	.20 hr. Customer Unreachable

Use the Flat Rate Codes below for motor homes with hitch receivers fastened with threaded bolts:

### **INSPECT OR INSTALL NEW HITCH RECEIVER**

9137-11	.40 hr. Inspected/Not Defective
9137-12	.7 hr. Inspected/Defective/Repaired
9137-13	.40 hr. Inspected/Defective/Owner Declined
9137-14	.40 hr. Inspected/Defective/Missing Parts
9137-15	.40 hr. Inspected/Defective/Need Tools
9137-16	.20 hr. Unable to Notify Customer
9137-17	.20 hr. Customer Unreachable

If you have one of these vehicles in your inventory, you will be mailed a Safety Recall Notice for that specific motor home. Fleetwood is asking dealers to make repairs to stock units on dealer lots prior to sale or lease.

Federal Law (Section 154 of the National Highway 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 (10) days.***

Please review this entire package with your parts, service and sales staff to familiarize them with the step-by-step procedure and implement the Voluntary Safety Recall Campaign.

Thank you for helping Fleetwood with its continuing efforts to maintain customer satisfaction. If you have any questions, please contact Fleetwood's Dealer Technical Support Group by calling 800-816-8825.

Sincerely,

FLEETWOOD ENTERPRISES, INC.



Tina Inkrote  
Service Coordinator  
Recreation Vehicle Division

Enclosures: Recall #40715 Customer Letter  
Recall #40715 Service Bulletin

The purpose of this Bulletin is to inform all Fleetwood dealers about an inspection of the welds on the hitch receiver and replacement of the hitch receiver if welds are missing.

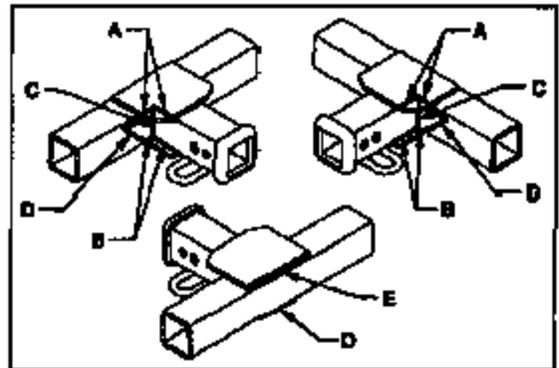
## CONDITION:

Fleetwood has learned that a small percentage of hitch receivers may have missing welds. All affected motor homes will need to have the hitch receiver welds inspected. Hitch receivers with missing welds must be replaced.

## WELD INSPECTION:

1. Park the motor home on a flat surface. Put the transmission into Park. Set the parking brake. Turn off the ignition and remove the key from the ignition switch.
2. Use the diagram in the Bulletin for reference.
3. Inspect the hitch receiver for welds at all identified locations in the diagram.

- Location "A", the underside of the top reinforcement plate.
- Location "B", the top side of the bottom reinforcement plate.
- Location "C", the vertical corner between the receiver box and the cross member tube.
- Location "D", the edges of the bottom reinforcement plate and the cross member tube (three sides).
- Location "E", the forward facing edge of the top reinforcement plate at the corner of the cross member tube (forward edge only).



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.*

4. If any welds are missing from the identified locations, the hitch receiver will need to be replaced.
5. Some hitch receivers may have additional welds, which are not cause for rejection.
6. If the hitch receiver contains all of the identified welds, the inspection is complete and no further action is required on the motor home.

### **REPLACEMENT OF HITCH RECEIVER:**

Replace only defective hitch receivers based upon the results of the weld inspection listed above.

**Note: Defective hitch receivers must be returned to Fleetwood for warranty reimbursement consideration.**

**Follow the steps below for hitch receiver removal and replacement.**

1. Turn off the Main and the Auxiliary Battery Disconnect switches.
2. Label the wires attached to the hitch receiver electrical plug.
3. Open the hitch receiver electrical plug and remove the wires from the terminals.
4. Remove the hitch receiver electrical plug from the mounting bracket. Use care as the fasteners for the electrical plug will be reused.
5. Support the hitch receiver with a floor jack.
6. If the motor home has a rear cap with a spare tire access panel, remove the spare tire access panel, spare tire, and carrier.
7. Remove the fasteners attaching the hitch receiver to the frame and discard the old fasteners. **Note: Some hitch receivers may have been installed with threaded bolts and others with Huck bolts. Huck bolts will need to be cut off for removal. Use a die grinder with a cutoff wheel or a cutting torch to cut the Huck bolts for removal. Warning: Cover fuel fill and vent lines in the area with a welding blanket. Make sure the fuel fill cap is installed and tight to the fuel fill neck. DETECTED FUEL VAPORS MUST BE ELIMINATED BEFORE PROCEEDING. Cover all electrical wires in the area to protect from sparks and heat. Do not work under the hitch receiver since it could fall and cause injury.**
8. Remove the hitch receiver either through the spare tire access panel or by rotating it around the end of the frame. Lower the hitch receiver to the ground.
9. Install the new hitch receiver using new 1/2"-20 X 2" Grade 5 bolts, 1/2" Grade 5 flat washers, 1/2" Grade 5 lock washers, and 1/2"-20 Grade 5 nuts. The number of replacement bolts must equal the same number of fasteners originally used to mount the hitch receiver.
10. Torque the nuts to 85 ft./lbs. +/- 5 ft./lbs.
11. Reattach the hitch receiver electrical plug and connect the wires to the terminals.
12. Reassemble the hitch receiver electrical plug into the mounting bracket.
13. Turn on the battery disconnect switches.
14. Test all of the electrical circuits in the hitch receiver electrical plug for proper plug terminal location and operation. Take corrective action as required until all circuits operate correctly.

## **WARRANTY LABOR ALLOWANCE:**

Use the Flat Rate Codes below for motor homes with hitch receivers fastened with Huck bolts:

### **Inspect or Install new hitch receiver**

9136 - 11	.4 hr. Inspected/Not Defective
9136 - 12	2.5 hr. Inspected/Defective/Repaired
9136 - 13	.4 hr. Inspected/Defective/Owner Decline
9136 - 14	.4 hr. Inspected/Defective/Missing Parts
9136 - 15	.4 hr. Inspected/Defective/Need Tools
9136 - 16	.2 hr. Unable to Notify Customer
9136 - 17	.2 hr. Customer Unreachable

Use the Flat Rate Codes below for motor homes with hitch receivers fastened with threaded bolts:

9137 - 11	.4 hr. Inspected/Not Defective
9137 - 12	.7 hr. Inspected/Defective/Repaired
9137 - 13	.4 hr. Inspected/Defective/Owner Decline
9137 - 14	.4 hr. Inspected/Defective/Missing Parts
9137 - 15	.4 hr. Inspected/Defective/Need Tools
9137 - 16	.2 hr. Unable to Notify Customer
9137 - 17	.2 hr. Customer Unreachable

All defective hitch receivers must be returned to Fleetwood for Warranty Claims involving hitch receiver replacement.

### **Note to dealers submitting Warranty through FDN:**

FDN requires an authorization number on any warranty claim submitted outside of the standard 12 months and/or for specific Flat Rate Codes. For the purpose of submitting this recall claim, use authorization # 91040715.

## **PARTS:**

The replacement hitch receiver must have the same capacity as the original hitch receiver. Refer to the tag on the original hitch receiver cross tube for the capacity rating. The correct hitch receiver part can be identified on Fleetwood's Web-QRL at [www.fleetwoodrvdealers.com](http://www.fleetwoodrvdealers.com). The motor home serial number will be necessary to identify the unit specific replacement hitch receiver.

### **Hitch Receiver Fleetwood Part Numbers:**

<b>Product</b>	<b>Model Year 2003</b>	<b>Model Year 2004</b>	<b>Special Note</b>
Bounder	123481	359726	
Bounder	359726	359726	5,000 lb.
Fiesta	291278	291278	3,500 lb.
Fiesta	360511	360511	5,000 lb.
Flair	139331	359726	
Jamboree	306247	306247	5,000 lb.
Jamboree GT	312750	312750	3,500 lb.
Pace Arrow	123481	N/A	
Pace Arrow	359726	N/A	5,000 lb.
Pace Arrow	342822	342822	Workhorse Chassis only
Southwind	359726	359726	5,000 lb.
Storm	139331	359726	
Terra	291278	291278	3,500 lb.
Terra	360511	360511	5,000 lb.
Tioga	306247	306247	5,000 lb.
Tioga SL	312750	312750	3,500 lb.

(use the same quantity of replacement bolts as original fasteners used for the hitch receiver)

**Bolts, 1/2" - 20 X 2", Grade 5 (obtain locally)**

**Nuts, 1/2" - 20, Grade 5 (obtain locally)**

**Washers, 1/2", flat plated, Grade 5 (obtain locally)**

**Lock Washers, 1/2", plated, Grade 5 (obtain locally)**

**TOOLS REQUIRED:**

Cutting Torch or die grinder with cutoff wheel

3/4" Combination Wrench

3/4" Deep Socket, 1/2" Drive with Ratchet Handle

Flashlight or Utility Light

Torque Wrench, 1/2" Drive, Clicker Type

#2 Phillips Screwdriver

1/4" Flat Blade Screwdriver

Plastic Electrical Tape

3/8" X12" Drift Punch

Hammer

Floor Jack

Inspection Mirror

If you have any questions concerning this bulletin, contact:

Fleetwood's Dealer Technical Support Group at: **1-800-816-9825**