



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

May 20, 2011 [Amended 6-27-2011](#)

Mr. Daniel C. Smith
 Associate Administrator for Enforcement
 National Highway Traffic Safety Administration
 1200 New Jersey Ave, SE
 Washington, DC 20590

Re: Safety Defect Report

Dear Mr. Smith:

On May 16, 2011, Fleetwood RV, Inc., determined that a safety defect which relates to motor home vehicle safety exists in certain motor homes as listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

The following is the information required by 49 CFR Part 573:

- This report was prepared on May 20, 2011
 - Fleetwood RV has assigned 110520FRV as an identification code to this recall.
- (1) The affected motor homes were manufactured by the following wholly owned subsidiaries of Fleetwood RV, Inc.

Fleetwood RV, Inc. #44
 1031 U.S. 224 E
 Decatur, Indiana 46733

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

Craig Biazio
 National Warranty Manager
 Fleetwood RV, Inc.
 1010 Commerce Dr., P.O. Box 1007
 Decatur, Indiana 46733
 Telephone: 260-724-5960
 E-mail: craig.biazio@fleetwoodrv.com

- (2) The vehicles involved in the recall are certain model year 2011, Bounder, Bounder Classic, Southwind, Storm, and Terra, built on a Ford chassis; [and certain model year 2012 Bounder and Southwind Class A gas motor homes, built on a Ford chassis.](#)

Product	Serial Numbers	Manufactured Dates
2011 Bounder	739UB4405663 through 739HB4408777	5/24/2010 through 5/17/2011
2011 Bounder Classic	738BB4405819 through 738BB4408016	5/26/2010 through 2/11/2011
2011 Southwind	721VB4405665 through 721VB4408775	5/24/2010 through 5/18/2011
2011 Storm	785SB4405883 through 785BB4408042	5/21/2010 through 2/11/2011
2011 Terra	783DB4405800 through 783DB4408015	6/24/2010 through 2/11/2011
2012 Bounder	739KC4408827 through 739KC4409013	5/16/2011 through 6/14/2011
2012 Southwind	721VC4408865 through 721VC4409073	5/19/2011 through 6/15/2011

- (3) Fleetwood RV reports 703 as the number of model year 2011 Bounder, Bounder Classic, Southwind, Storm, and Terra Class A gas motor homes, built on a Ford chassis, and model year 2012 Bounder and Southwind Class A gas motor homes, built on a Ford chassis, with the safety defect.
- (4) Fleetwood RV estimates that 100% of the affected model year 2011 Bounder, Bounder Classic, Southwind, Storm, and Terra Class A gas motor homes, built on a Ford chassis, and model year 2012 Bounder and Southwind Class A gas motor homes, built on a Ford chassis, contain the safety defect.
- (5) On motor homes affected by this recall, a wire harness routed under the motor home can contact a heat shield located next to the passenger side Engine Exhaust Manifold. The heat can transfer from the heat shield to the harness and can melt or otherwise damage the wiring. A damaged wire harness can result in an electrical short, which can result in intermittent operation of electrical systems, vehicle "shut down" and/or lead to a fire, and may result in loss of vehicle control, injury or death.
- (6) Fleetwood RV began an investigation on January 26, 2011 when damaged wire harnesses on two units were reported by a Fleetwood RV Dealership. Based on that report, Fleetwood opened an internal investigation and began reviewing claims, field reports and warranty approval requests between January 2011 and May 2011. A total of 48 claims were received between 2/10/2011 and 4/18/2011:
- Two warranty claims were received on the basis of the initial report from the dealership that identified a damaged wire harness; claim receipt dates 2/15/2011 and 4/18/2011.
 - A total of 41 claims were received for field inspections of Fleetwood RV Class A motor homes. These inspections were conducted at dealerships and performed on non-retailed units. Fleetwood RV, Inc.'s internal motor home service group conducted these inspections between 01/30/2011 and 2/3/2011. These claims are not the result of a consumer complaint or warranty claim. It is standard operating practice for FRV to document any such activities on standard repair orders (claims). The field inspections were arranged for during our investigation that was opened in January 2011. The purpose of these inspections was to help confirm and identify the concern, the root cause and possible affected unit populations.
 - Twenty-four (24) were for inspections that resulted in the proactive re-routing of the wire harness to distance it from the heat shield for the Ford engine.
 - Six (6) were for inspections that resulted in the repair of a damaged wire harness and re-routing of the harness away from the heat shield for the Ford engine.
 - Eight (8) were for inspection only of units built on a Ford chassis (no damage found).
 - Three (3) were for inspections of units manufactured on a Workhorse chassis; due to differences in the chassis design and related wire harness configuration, Fleetwood concluded that units built on Workhorse chassis were not at risk for a wire harness to contact a heat shield.
 - A total of five (5) warranty claims were submitted by Fleetwood RV dealers for Fleetwood RV requested field inspections as part of the investigation. These inspections resulted in claims submitted to reimburse dealerships for the time and resource to inspect additional field units. One claim resulted in the proactive re-routing of the wire harness to distance it from the Ford engine's heat shield. The remaining four claims resulted in repairs to the wire harness or replacement of damaged loom surrounding the harness. Claim receipt dates were 2/15/2011 (qty. 3); and 3/16/2011 (qty. 2).

Other information:

- On February 11, 2011, a production line correction was implemented to prevent wire harnesses from contacting a heat source.
- On May 16, 2011, Fleetwood concluded its investigation and decided that a safety defect existed and that a safety recall should be declared.
- On May 26, 2011, Fleetwood received a report from a dealership of a damaged wire harness on a vehicle that had been manufactured after the production line correction of 2/11/11 had been implemented. Fleetwood's investigation of this unit concluded that the chassis configuration and wire harness routing of Bounder and Southwind products differed to the extent that the production line correction of February 11, 2011 may have been insufficient to prevent those products' wire harnesses from contacting a heat source. Due to these differences, Fleetwood RV determined that Bounder and Southwind products manufactured after February 11, 2011 should be included with the safety recall's population.
- On May 31, 2011, production associates were re-trained to properly secure the wire harness to approved specifications on Bounder and Southwind products.
- Fleetwood RV, Inc. has included Bounder (Product Code 739) and Southwind units produced between February 11, 2011 and May 31, 2011 with this amended Part 573 report.
Note: Bounder Classic is not of the same chassis configuration as Bounder; it is not affected by the expansion of the recall population.

Fleetwood RV is not aware of any accidents or injuries which have resulted from this safety defect.

- (7) Not applicable.
- (8) Fleetwood RV dealers will reroute the wire harness away from the heat shield. Wire harnesses determined as damaged by the inspection will be repaired. Repairs will be at no charge to owners.
- Pursuant to 49 CFR 577.11(e) Fleetwood RV does not plan to provide reimbursement notification to owners because all involved vehicles are covered under the new vehicle warranty.
- (9) Fleetwood RV intends to conduct a dealer notification by e-mail in June 2011.
Fleetwood RV intends to conduct a customer notification in June 2011.
Fleetwood RV does not foresee any problems with implementing this voluntary recall campaign.
- (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) Service Bulletin

A draft of these documents will be forthcoming for your review. If additional information is required, please contact Joyce Geels who can be reached by phone at (260) 724-5795 or by e-mail at joyce.geels@fleetwoodrv.com.

Sincerely,



Craig S. Biazo
National Warranty Manager