



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 13, 2012

Mr. Craig Biazio
National Warranty Manager
Fleetwood RV, Inc.
1010 Commerce Drive
PO Box 1007
Decatur, IN 46733

NVS-215KS
12V-535

Subject: Entry Step Support

Dear Mr. Biazio:

This letter serves to acknowledge Fleetwood RV, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FLEETWOOD/ENCOUNTER /2010
FLEETWOOD/STORM/2011-2013
FLEETWOOD/TERRA/2012

Mfr's Report Date: October 30, 2012

NHTSA Campaign Number: 12V-535

Components:

STRUCTURE

Potential Number of Units Affected: 842

Problem Description:

Fleetwood RV is recalling certain model year 2010 Encounter vehicles manufactured from November 19, 2009, through May 13, 2010; 2011-2013 Storm vehicles manufactured from May 21, 2010, through September 18, 2012; and 2012 Terra vehicles manufactured from April 26, 2011, through March 13, 2012. The entry step to the motorhome lacks sufficient support and may become damaged by repeated use.

Consequence:

The step may collapse during use potentially causing personal injury.

Remedy:

Fleetwood RV will notify owners, and dealers will inspect and, as necessary, reinforce the step structural support. The safety recall is expected to begin on November 2012. Owners may contact Fleetwood RV owner relations at 1-800-509-3418.

Notes:

Fleetwood RV's safety recall number is 121025FRV. Owners may also contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement