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By Recall Management Division at 9:58 am, Nov 20, 2012

12V-535

(2 pages) Amended



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

11/19/2012

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 [Amendment](#)

Dear Mr. Smith:

On October 25, 2012, Fleetwood RV, Inc., determined that a safety defect which relates to motor home vehicle safety exists in certain Class A 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 October 30, 2012
- Fleetwood RV has assigned 121025FRV 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 Biazo
National Warranty Manager
Fleetwood RV, Inc.
1010 Commerce Dr., P.O. Box 1007
Decatur, Indiana 46733
Telephone: 260-724-5960
E-mail: craig.biazo@fleetwoodrv.com

(2) The vehicles involved in the recall are certain Encounter (all models), Storm (all models), and Terra (model E only), Class A motor homes, manufactured between November 19, 2009 and September 18, 2012. These motor homes are identified, non-consecutively, as:

Model Year	Product	Serial Numbers	Manufactured Dates
2010	Encounter	785SA4404471 through 785MA4702112	11/19/2009 through 5/13/2010
2011	Encounter	785MB4405525 through 785BB4405772	4/15/2010 through 5/13/2010
2011	Storm	785SB4405883 through 785SB4408627	5/21/2010 through 4/13/2011
2012	Storm	785BC4408795 through 785BC4411191	4/26/2011 through 5/10/2012
2013	Storm	785BD4411266 through 785BD4412241	5/8/2012 through 9/18/2012
2012	Terra	783EC4408295 through 783EC4410597	4/26/2011 through 3/13/2012

- (3) Fleetwood RV reports 842 as the number of model year 2010 Encounter, model year 2011-2013 Storm, and model year 2012 Terra, Class A motor homes, with the safety defect.
- (4) Fleetwood RV, Inc. estimates that 100% of the identified motor homes potentially contain the safety defect.
- (5) On motor homes affected by this recall, the entry step cage may become damaged by repeated use as a result of insufficient structural support, and may separate from the sub-floor, possibly resulting in risk of personal injury, vehicle and/or other property damage.
- (6) Not applicable.
- (7) Fleetwood RV, Inc, began an investigation on September 04, 2012 when a warranty claim on a rental unit was received by Fleetwood RV. The warranty claim indicated that the entry step had broken and drooped down from its mounting location. Fleetwood transported the unit to its Service Facility in Decatur Indiana the following week for inspection. An inspection and repair revealed that a weld in the floor structure had broken, allowing the step to droop down from its mounting location. Fleetwood began monitoring warranty claims for similar failures. A review by Fleetwood RV's department of engineering and quality control determined that additional support should be added to existing units in the field to mitigate similar occurrences. Production prints were updated to include additional welds on the support structure in the floor. Adhesive was also added to the step cage to help evenly distribute the weight evenly across the mounting structure.
- (8) Fleetwood RV, Inc. will inspect and reinforce the entry step structural support. Damaged entry step structural support components will be repaired or replaced as required.
- (9) Fleetwood intends to conduct a dealer notification in November 2012
Fleetwood intends to conduct a customer notification mailing in November 2012.
Fleetwood RV, Inc. does not foresee any problems with implementing this voluntary recall campaign.
Fleetwood RV, Inc.'s, General Reimbursement Plan, filed with the NHTSA on June 10, 2011, is attached.
Exceptions to the Plan in regard to this Recall are as follows:
RECALL 121025FRV: None
- (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