



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

October 30, 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

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 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 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	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



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Fleetwood RV, Inc.
Recall General Reimbursement Plan
(as submitted to the NHTSA)
REV. 06/02/2011

As required in the Federal Code of Regulations in 49 CFR 573 and 577, Fleetwood RV, Inc., (FRV) submits this General Reimbursement Plan pertaining to reimbursement for costs incurred by a recreational vehicle owner for qualified repairs performed prior to being notified of a safety-related defect or FMVSS non-compliance.

FRV's general plan to reimburse owners for the costs incurred for remedies in advance of their notification of a potential safety-related defect or FMVSS non-compliance is outlined below and is pursuant to 49 CFR 573.6 (c)(8)(i).

Reimbursement Notification

FRV will notify owners in accordance with 49 CFR 577 that they may be entitled to a refund for repairs that were paid for in advance of a specific safety-related recall or FMVSS violation and prior to a specific ending date. This ending date will be specified and in accordance with 49 CFR 573.13 (c)(2) and defined as a minimum of ten (10) calendar days after the date FRV mailed its final 49 CFR 577 notification to owners. Owners who believe they may be entitled to a reimbursement under this plan will be instructed to contact FRV at the address and telephone number listed below.

Fleetwood RV, Inc.
1010 Commerce Drive, P.O. Box 1007
Decatur, IN 46733
(800) 322-8216

FRV notes that under this rule, FRV is allowed to identify a beginning date for reimbursement eligibility in accordance with 49 CFR 573.13 (d)(1). RV Owners who paid for a remedy prior to the beginning date would not be eligible for reimbursement under the plan. FRV has not typically established a beginning date and does not anticipate a change to this practice. However, in any case where FRV determines a beginning date is necessary or appropriate, FRV would indicate that in the owner notification. Additionally, in cases where all vehicles involved in a specific recall action are still within their FRV factory warranty or extended warranty period, FRV may not include a reimbursement notification as permitted by 49 CFR 577.11 (e) and subject to approval by the agency.

The 49 CFR 577 owner notification will provide the above address and toll-free telephone number where the owner may contact FRV and obtain specific information regarding the reimbursement plan. This general reimbursement plan will be incorporated into notifications pursuant to 49 CFR 573.6. Information regarding a specific recall may be incorporated into the 49 CFR 573.6 notification.

RECEIVED

By Recall Management Division at 8:33 am, Nov 06, 2012



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Costs to be Reimbursed

For eligible FRV Recreational Vehicles, FRV will reimburse the RV owner for the amount paid for a remedy that specifically addressed and was reasonably necessary to correct a specific defect that was the subject of the recall. Reasonable and necessary costs will be limited to labor at local labor rates, parts (not to exceed normal retail price for authorized parts), miscellaneous fees such as, shop supplies, disposal fees, freight and taxes where applicable.

FRV is the only entity authorized to review and approve reimbursement to owners under this plan. All eligible and approved reimbursements will be mailed from the mailing address listed above. Customers may request reimbursement directly from FRV at the above address or they may contact their selling dealership to request reimbursement for them on their behalf. In either case, FRV will reimburse the customer directly. Should an authorized FRV dealership elect to reimburse a customer directly, FRV would reimburse the FRV dealership through the normal course of business transactions.

FRV notes that in accordance with 49 CFR 573.13 (d) (1), owners may not be eligible for reimbursement costs incurred by the owner where the repairs were performed during FRV's original warranty period since those repairs would have normally been performed free of charge.

Required Documentation

Consistent with 49 CFR 573.13 (d) (4), reimbursement eligibility and determination will be dependent upon the owner providing the following documentation:

- ❖ Owner Name
- ❖ Owner Address
- ❖ Owner Contact Information (telephone number, e-mail address, cell phone number)
- ❖ FRV Identification Number (FIN) or Chassis Vehicle Identification Number (VIN)
- ❖ Identification of Recall Number relative to the specific repair performed
- ❖ Proof of Ownership
- ❖ An original receipt or work order for the pre-notification remedy - receipt needs to include breakdown of labor, parts and miscellaneous fees
- ❖ If the pre-notification remedy was performed during the warranty period, documentation indicating that the warranty was not honored or that the remedy performed under warranty did not correct the defect

Failure to submit the information listed above may result in denial of the reimbursement request.