

Recall Bulletin 121025FRV



RECALL BULLETIN: 121025FRV

YEAR(S) AFFECTED:
2010-2013

PRODUCT(S) AFFECTED:
Encounter
Storm, Terra,
produced
11-19-2009
through
9-18-2012

MODEL(S) AFFECTED:
Encounter: All
Storm: All
Terra: E Model
only

SUBJECT:
Entry Step
Structural
Support

KEYWORDS:
Entry Steps,
Steps

ISSUE DATE:
December
2012

The purpose of this bulletin is to inform all Fleetwood dealers about the need to install additional structural support for the entry steps on certain model year 2010 Encounter, model years 2011-2013 Storm, and model year 2012 Terra (E model only), Class A motor homes. A list of affected unit serial numbers appears at the end of this bulletin.

CONDITION:

On motor homes affected by this recall, the entry step cage may separate from the sub-floor, possibly resulting in risk of personal injury, vehicle and/or other property damage.

CORRECTION:

Follow the steps below to install additional support for the entry steps.

1. Park the motor home on a paved, level surface. Place the transmission into Park and engage the parking brake.
2. Turn off the ignition and remove the ignition key. Maintain control of the keys until repairs are completed. Attach a notice, "DO NOT USE" to the ignition switch.
3. Chock the front wheels to prevent the motor home from moving in either direction while work is being performed.
4. Inspect the area under the motor home where the entry step cage attaches to the underside of the floor. If any damage is found, contact Fleetwood RV Dealer Technical Support to obtain Prior Authorization (PAR) and further instructions before proceeding.
5. Refer to Figures 1 and 2 to install new support brackets (included with the repair kit) to the horizontal tubing of the step cage, and into the back side of the sidewall. (Figure 1 shows the area before repairs are made.)

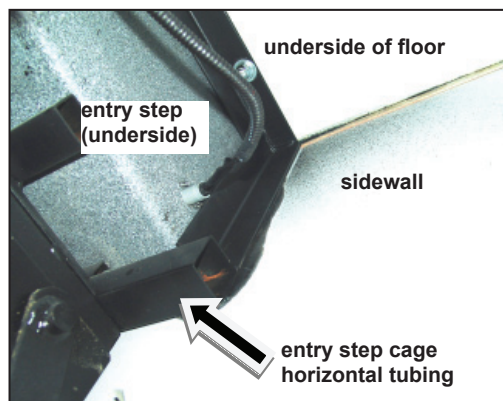


Figure 1 - Step cage attachment area prior to repairs

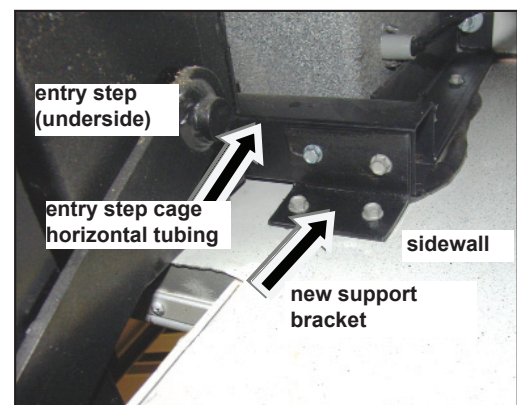


Figure 2 Support bracket installation

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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."

NOTE: All new hardware referenced is included in the Recall repair kit. (See parts list, Page 3.)

6. Referring to Figure 3, install two new tek screws through the vertical section of the step cage's angle steel and into the back side of the sidewall. Ensure screws do not pierce through to the front of the sidewall.
7. Open the entry door and remove the aluminum perimeter trim covering the floor at the left and right-hand sides of the step. See Figure 4.

Note: A small length of cove molding may need to be removed where the floor meets the wall, to allow access to the plywood under the floor covering.

8. Pull up the corner of the floor covering. Measure and mark the location for a hole to be drilled through the floor near the step well, to allow the installation of a new carriage bolt. The hole's center should be 1" from the edge of the step well, and 1" from the sidewall. Countersink the hole so that the carriage bolt will be recessed into the floor after installation. See Figure 5.
9. Ensure the new bolt passes through the structural tubing in the floor and through the step cage's angle steel under the floor, as shown in Figures 6 and 7. Install the bolt using a torque washer under the head. Use a flat washer and lock nut to secure the bolt against the angle steel on the underside of the floor as shown in Figure 7. Use care to avoid crushing the structural tubing when tightening the carriage bolt.

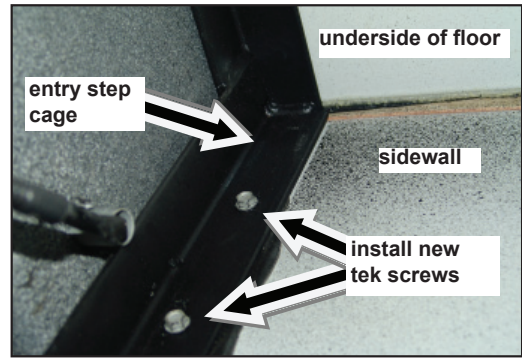


Figure 3

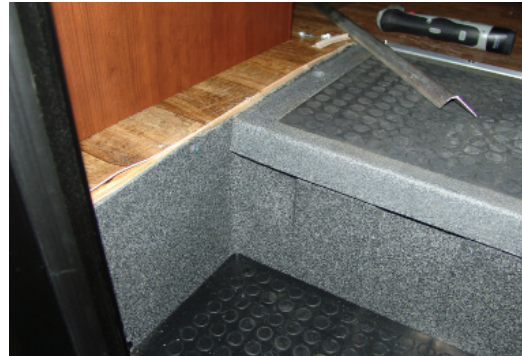


Figure 4

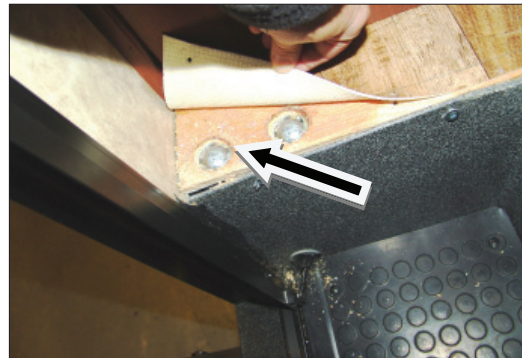


Figure 5

Drill and countersink a hole for a new carriage bolt

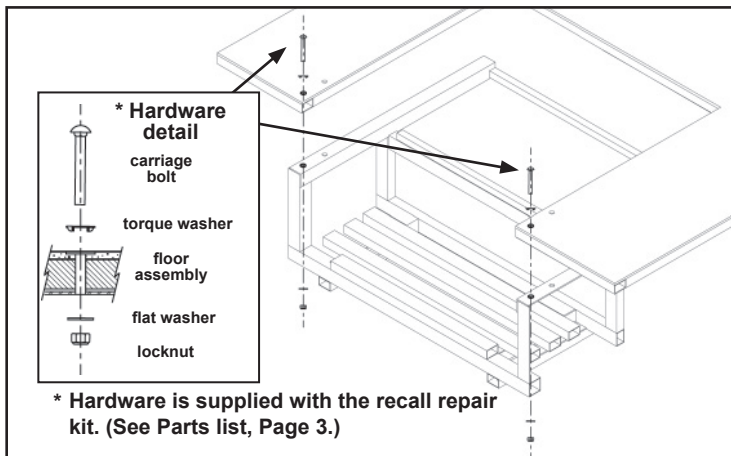


Figure 6

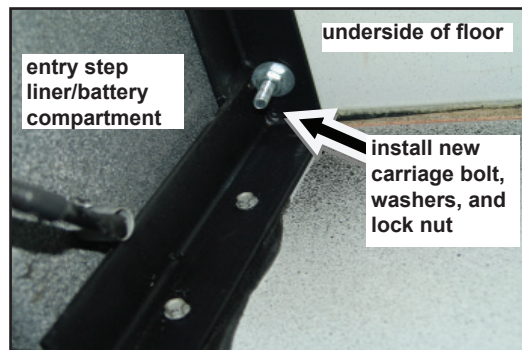


Figure 7

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10. Repeat Steps 5-9 on the opposite side of the entry step.
11. Position the floor covering back into place, then reinstall the perimeter trim. Remove the staples from the cove molding and reattach it using a bead of clear sealant.
12. Clean up the area.

PARTS

Part No.	Description	Qty.
598538 Kit,	Recall 121025FRV, Entry Step Structural Support	1
<i>Kit contains:</i>		
	Angle steel support brackets, 1 ½" x 1 ½" x 1/8" thk., 2 ½" long	(Qty. 2)
	Tek screws, #14 x 1"	(Qty. 12)
	Carriage Bolts, 5/16-18 x 2 ½", Grade 5	(Qty. 2)
	Torque Washers, 5/16"	(Qty. 2)
	Flat Washers, 5/16"	(Qty. 2)
	Locking nuts, 5/16-18 HH, Pltd.	(Qty. 2)

Obtain Locally:

Clear Sealant	As Required
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TOOLS

Driver with bits
 1/2" deep well socket
 Drill with bits
 Putty knife
 Caulk gun

WARRANTY LABOR ALLOWANCE:

NOTE: Prior Authorization (PAR) is required for any repairs other than installation of additional structural support (as described in the Correction procedures, pages 1-2 of this bulletin).

Use Flat Rate Codes:

Recall 121025FRV, Inspection/Correction of Entry Step Support
 6019-12 0.70 hr. Inspected/Defective/Repaired

If you have any questions concerning this bulletin, contact Fleetwood Motor Home Dealer
 Technical Support at:
 800-816-9825

Fleetwood Service Literature can be accessed at: <http://www.fleetwoodrvdealers.com>

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