



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

IMPORTANT RECALL INFORMATION #121025FRV

December 2012

Dear Valued Fleetwood RV Customer:

This notice is sent to you in accordance with the requirements of the United States National Traffic and the Motor Vehicle Safety Act and the Motor Vehicle Safety Act of Canada.

Fleetwood RV, Inc., on behalf of its subsidiary manufacturing centers located in Decatur, Indiana, has decided that a defect which relates to motor vehicle safety exists in certain model years 2010-2011 Encounter (all models), model years 2011-2013 Storm (all models), and model year 2012 Terra (model 34E only), Class A motor homes.

WHAT IS THE PROBLEM?

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.

WHAT SHOULD YOU DO?

Due to safety related reasons, please make certain your motor home is immediately inspected and repaired by contacting an authorized Fleetwood RV, Inc. dealer.

WHAT WILL FLEETWOOD DO?

With your continued satisfaction in mind, it is our intention to have these repairs made at your convenience with as little disruption as possible. Effective immediately, Fleetwood dealers have been supplied with all of the information needed to enable them to inspect, and if necessary, add reinforcement to the entry step supporting structure. Entry step structural support components determined to be damaged will be repaired or replaced as required. This service will be performed for you free of charge.

If you have paid to have this concern corrected previously, you may be eligible for reimbursement of your cost for that repair. For more information, please contact Fleetwood Owner Relations at (800) 509-3418.

When you deliver your motor home for repairs, your dealer will complete a ***Repair Order***. Upon completion of the repair, please sign the ***Repair Order*** and fill out the enclosed self-addressed ***Vehicle Information Card*** and return it to Fleetwood.

If you have changed your address or sold the motor home, please take a moment to provide the name and address of the person or dealership you sold it to on the enclosed ***Vehicle Information Update Card*** and return it to Fleetwood. This will allow us to update our records and if necessary, notify the new owner using the information you provide.

For leased vehicles - Any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you are unable to obtain the specified repair promptly and without charge, please contact:

FLEETWOOD OWNER RELATIONS - RECALL # 121025FRV

P.O. Box 1007
Decatur, Indiana 46733
(800) 509-3418

UNITED STATES CONSUMERS:

If you believe that the dealer and Fleetwood RV, Inc. have failed or have been unable to remedy the defect without charge or within a reasonable period of time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236
(TTY: 1-800-424-9153)
or go to
<http://www.safercar.gov>

CANADIAN CONSUMERS:

If you have questions regarding this recall, please contact Fleetwood RV at:
1-800-509-3418

Or call Transport Canada toll-free at:
1-800-333-0510

Fleetwood RV, Inc. is taking these steps in the interest of your safety. We regret any inconvenience this may cause you.

Sincerely,

FLEETWOOD RV, INC.