

APR 9 '21 12:36 PM

CL-11363318-6123



March 22, 2021

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 New Jersey Ave, SE
Washington, D.C. 20590

The attached additional information is in regard to our original NHTSA complaint # 11363318 filed in October 2020.

Additional information is being supplied as it is in regards to the NHTSA RECALL #16V827000 THROTTLE CIRCUIT ELECTRICAL INTERFERENCE Components VEHICLE SPEED CONTROL ELECTRICAL SYSTEM.

As noted in our previous complaint information was included regarding the 12V electrical interference found on numerous other components.

As we queried Entegra in regard to this recall we were told that we were not made aware of it due to it being completed prior to our purchasing the coach.

Attached are documents that we received from, you will note they were received by email from Entegra and also certain emails in that regard from Entegra's Director of Customer Experience, Joyce Skinner.

From her emails insisting that this Recall had been addressed and fixed prior to our purchase I took exception to that timeline. Joyce was not and still is not buying that inference by me.

The Timeline is as follows;

Recall initiated on November 15, 2016

Purchase date March 28, 2017 by the Allman's

Paperwork from Entegra and RV Dealer NIRVC of Phoenix, AZ whom sold the coach to the [REDACTED] to 16V827000.

The recall paperwork from RV seller NIRVC shows the following;

- >An Invoice for \$60.00 dated April 4, 2017.
- >No signature on invoice of whom either checked or completed the inspection. The signature line is *BLANK*.
- >Entegra has no document that indicates that recall followed the recall instructions as specified by the chassis manufacturer, SPARTAN MOTORS.
- >NIRVC has not replied to my inquiry letter that was sent and verified by FEDEX that it was received by NIRVC corporate office in Texas.

In review neither Entegra nor NIRVC has presented any information that this recall involving THROTTLE CIRCUIT ELECTRICAL INTERFERENCE has ever been addressed, correctly or incorrectly. The dates that Entegra states were after our purchase is totally erroneous as purchase date of March 28, 2017 is prior to April 4 and 28 of 2017 as these April dates are shown on documents Entegra presented and argued that were before we purchased coach.

231-218-1119cell

[REDACTED] Kingsley, Michigan [REDACTED]

EA
3-12-21

I am trying not to be diecious, however, on my calendar April is after March. Joyce Skinner will not get off the notion that the recall was completed before I bought the coach even though the dates are after sale date. Joyce says it does not matter what dates are and when querying that the recall was actually completed, not just an invoice sent, as no mechanic signed where it is noted to sign for verification, that she is sure they completed the recall even though the paperwork has numerous erroneous entries. Obviously SAFETY is not her concern as she declined to verify it any further. Actually, just got more problematic with me for questioning it.

As noted in other complaint correspondence by us there is still a major 12V electrical problem in our coach. We fully expect that this throttle recall which affects numerous other safety features of the operations while the coach is being driven down the roadway. As pointed out the cruise controls 4 functions have standing 12V power on them even when the cruise is shut off and the coach is parked.

There is considerable discussion by mechanics that this throttle interference which is involved in the entire function of the abs braking and cruise control system, needs to be addressed as soon as possible for safety reasons.

Attached is information and emails regarding this recall that has been received by us from Entegra.

We, as well as our mechanic, are getting the reinforced feeling due to our querying info from Entegra, and actions taken by Spartan, that there is a relationship with this THROTTLE CIRCUIT Recall and the 12V electrical problem that we have related to in the complaint. From the findings we have made so far it is our supposition that this recall should have covered far more than just the twist that was or was not on the wiring. This 12V electrical interference even at the time of the recall was far more advanced than a wiring twist. The statement from Mr. Scott Wixson at Spartan was that "The wiring has been changed over 10 years ago" alludes completely to why we feel that way.

It is from continued diagnostics and the Forward Sensing Radar quitting before and after the Spartan visit in September 2020 that the recall 16V827 was never correct in its purported cause and it was just a glossing over to get the recall handled as required by NHTSA requirements.

The installation of a popup blocker by Spartan on the multiplexing function at this September 2020 visit definitely was an attempt to preclude us from ever being able to have the ability to document the 0285 multiplexing code again. I will only say this much at this writing, we have documented information that it did not work which we will share with NHTSA upon request.

There is definitely a J-1939 multiplexing problem documented on Spartan and several other chassis manufacturers that does not meet OEM standards and is creating numerous other 12v problems in many systems that is creating maintenance issues as well as Safety issues.

Therefore, in early April we will be having a Certified Allison facility reviewing and then bringing our coach back to OEM standards by having the transmission retarder installed and the Lower Droop function activated as per Allison and Cummins standards.

All work will be completed in a certified Allison facility with Allison and Cummins technicians. Upon completion all functions will then be verified by a certified Cummins Mechanic using the Cummins Insite diagnostics and time stamped documents printed.

As we are getting closer to what was causing the 12V electrical interference and the freewheeling we will be providing documented information as soon as available from this return to OEM standards. We should have this information by not later than June of this year.



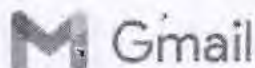
Attachments: emails from Entegra's Joyce Skinner (3)
Documents regarding NHTSA Recall 16V827000 emailed to us from Entegra. (1)

231-218-1119cell



Kingsley, Michigan



**(no subject)**

1 message

1

Tue, Aug 18, 2020 at 4:55 AM

To: "Atherton, Dave & Patricia" <david.e.atherton@gmail.com>, "Wright, Ken" <ken_wright@jayco.com>, "Skinner, Joyce" <Joyce_Skinner@jayco.com>

It is 3 am EST here and that computer the Lord has blessed me with at birth in my cranial cavity has me awake and diagnosing what was said yesterday in discussions regarding the electrical problem with the Entegra Cornerstone Coach. It will not let me sleep with this oxymoronic inference as professed by the Spartan chassis representative, Scott.

As a lay person I heard that Spartan installs a Cummins ISX or ISL diesel engine in their Spartan manufactured chassis. After these discussions I referred to the Spartan Specialty Vehicles Chassis brochure which indicates they have "Engineered the Worlds Best Motorcoach chassis since 1985".

Within that brochure is included; Chassis troubleshooting including > Electrical

On page 3 of same Brochure is the Cornerstone specific information noting under the heading ENGINE > Cummins 2013 ISX15.

If I have as an owner of an over the road vehicle with an engine of today's era which evolved back in the early 70's in its use of the electrical systems functions using an electronic computer module the understanding, as noted in the warranty information and documents provided in the warranty package at purchase, for the Cummins ISX 600 engine, sold by Entegra, the determination that service for this engine is to be maintained by Cummins specifications. Included was the booklet that indicates where these locations are located worldwide.

I have also been to several venues where Spartan has their Red White & Blue Spartan Chassis on display to go over the functions of it. In all those discussions there has been the Spartan representatives indicating they sell and service the Cummins ISX/ISL engine to CUMMINS specifications. The Spartan Chassis Academy for RV Owners conducted by Spartan also stresses that the Cummins engine is maintained to Cummins specifications.

The definition in Webster's dictionary shows the term Oxymoron - a noun. Its definition being, pointed foolish; a combination of contradictory or incongruous words.

From the discussions yesterday I can glean no other word, other than the should not be printed type, that would describe the logic that was attempted to be put forth by Scott from Spartan. His description that Spartan 10 years ago has developed and wired the Cummins electrical system that is not in concert with the Cummins engine specific requirements, thereby rendering the Cummins Insite diagnostic program useless, as per his statement "that we have developed our own system and codes" leaves if I understand him correctly, no method of verification thru computer diagnostics. I did not hear in any of the discussions that Spartan has included a port or computer program for use like the Insite program has so you can diagnose the Spartan Specialized Electrical System involving the Cummins engine.

Most grade schoolers if asked where you would take your vehicle if you owned one to get repaired they would tell you that you would take it to whom manufactured it. When it comes to a diesel engine type vehicle it may take the high school level for most when it comes to a question on a CAT or a CUMMINS engine where you would take it for service to indicate to you that you would take it to those CAT or CUMMINS repair shops no matter what it is mounted in. The vehicle manufactured with the CAT/CUMMINS is maintained by a CAT/CUMMINS service location to CAT/CUMMINS specifications.

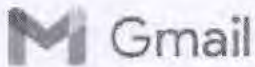
So, we are now supposed to believe that with a Spartan Chassis that has a CUMMINS engine with a data port for the Cummins INSITE system, no data port for the Spartan system, that it is of no importance as Spartan has engineered a totally different system for the electrical function, and has different codes they have developed. The codes as per the INSITE diagnostics, even though they are present and active or inactive, have no meaning even if they are at high incident rates as per Scott's indication.

Another take from yesterdays discussions is that the Forward Sensing Radar is not thru the electrical system. That is interesting in that with the Spatan Chassis brochure is an insert specifically for the 2017 Entegra Cornerstone. It is printed under the heading of PREMIUM CHASSIS FEATURES. > Optional OnGuard Active Collision Mitigation System w/Adaptive Cruise Control.

If there is any other polite terminology other than OXYMORON for this type system then someone has to send me one.

If there is a different understanding than this from what I heard yesterday then someone has got to contact me and explain it so I can sleep.

In my understanding CUMMINS does not recognize any other system other than theirs to analyze the electrical system that they have for their manufactured diesel units. They have indicated that many manufacturers are not following the correct electrical inputs and have edited corrections for these in house manufactured systems. Dave Atherton, 605-999-0720 our mechanic has information direct from Cummins in this regard. Dave may be contacted as to what our Cornerstone electrical problems are and has information documented thru the Cummins Insite 6 and 7 diagnostic analysis system beginning January 2019 and as recent as August 1st , 2020.

**RE: <EXTERNAL>**

4 messages

Skinner, Joyce <Joyce.Skinner@jayco.com>

Tue, Aug 18, 2020 at 6:07 AM

To: [REDACTED], "Atherton, Dave & Patricia" <david.e.atherton@gmail.com>, "Wright, Ken" <Ken_Wright@jayco.com>, "Wixson, Scott T." <Scott.Wixson@spartanrvchassis.com>

Good Morning [REDACTED]

I'm sorry this situation has kept you awake. While I have seen some of your emails, I have not been privy to the phone call between you, Scott Wixson and Ken Wright. I am also not sure if Dave Atherton has been involved in those conversations.

By your emails to me personally, you are asking me to get involved and I, truly, am not even sure what the problems are to be exact. I am the one who suggested to Ken to get Scott involved because when it comes to the chassis related items, there is none better than Spartan themselves. I am sure that Dave is a very good mechanic but we have to follow the direction given by the folks who build them. They, in turn, work directly with Cummins as needed.

I will reach out to Scott later this morning to get his take on all of this and we will get back to you soon. Thank you for taking the time to express your concerns and bringing this to our attention.

**Joyce Skinner**

Director, Customer Experience

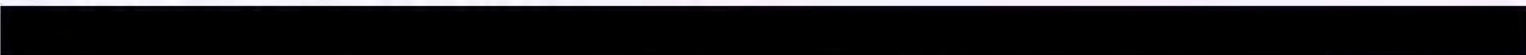
Jayco Motorhome Group

Phone: 800.283.8267 Cell/Fax: 574.361.6006/574.825.6091

Email: joyce_skinner@jayco.com

Jayco | Entegra Coach

903 S. Main St | Middlebury, IN 46540

From: [REDACTED]**Sent:** Tuesday, August 18, 2020 4:55 AM

**RE: <EXTERNAL> Re: phone conference**

8 messages

2

Skinner, Joyce <Joyce_Skinner@jayco.com>

Mon, Aug 31, 2020 at 8:56 AM

To: [REDACTED]

Cc: "Carroll, Pat" <Pat_Carroll@jayco.com>

Good Morning [REDACTED]

Yes, Pat and I have been talking about this and feel this is the best way to approach the situation. Nothing can happen if you are not willing to allow Spartan to be part of the solution. Thank you.

**Joyce Skinner**

Director, Customer Experience

Jayco Motorhome Group

Phone: 800.283.8267 Cell/Fax: 574.361.6006/574.825.6091

Email: joyce_skinner@jayco.com

Jayco | Entegra Coach

903 S. Main St | Middlebury, IN 46540

From [REDACTED]**Sent:** Monday, August 31, 2020 7:58 AM**To:** Skinner, Joyce <Joyce_Skinner@jayco.com>**Subject:** <EXTERNAL> Re: phone conference

Joyce, I mean no disrespect for you in any way but I have been communicating with Pat Carroll. If this is you and Pat working together and Pat has requested you to get this call set up let me know and I can respond to that. I just sent email to Pat before I got your email now in regards to a meeting with him and my mechanic in Middlebury.

On Mon, Aug 31, 2020 at 7:43 AM Skinner, Joyce <Joyce_Skinner@jayco.com> wrote:

Good Morning [REDACTED]

I don't see that you have responded to this request. Can you please let me know if this will work for you? Thank you.

**Joyce Skinner**

Director, Customer Experience

Jayco Motorhome Group

Phone: 800.283.8267 Cell/Fax: 574.361.6006/574.825.6091

Email: joyce_skinner@jayco.com

Jayco | Entegra Coach

903 S. Main St | Middlebury, IN 46540

From: Skinner, Joyce

Sent: Friday, August 28, 2020 10:01 AM

To: [REDACTED]

Cc: Carroll, Pat <Pat_Carroll@jayco.com>; Wright, Ken <Ken_Wright@jayco.com>

Subject: phone conference

Importance: High

Good Morning [REDACTED]

We would like to schedule a phone conference with all of us so that we can try to come to a better understanding of what the next step should be in trying to resolve the concerns that you have, [REDACTED]. In order to get things resolved, we all have to be involved so I do hope you both can make the time for this call.

I have set aside Monday at 11:00 am EST for this conversation to take place. Please let me know if this will work and I will send out a meeting invite as a reminder. Thank you so much!



Joyce Skinner

Director, Customer Experience

Jayco Motorhome Group

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Email: joyce_skinner@jayco.com

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Mon, Aug 31, 2020 at 10:19 AM

To: "Skinner, Joyce" <Joyce_Skinner@jayco.com>

Somehow you miss the point that we have talked to Spartan, both I and Dave with Scott and some of his staff, and so far we have gotten nowhere in Spartans agreement to give us any data and or do any repair other than change battery cables.

I will agree to come to Middlebury myself, meet with you and Pat and then do a conference call with Scott and add Dave Atherton on the call.

If Spartan can treat us in a reasonable manner and provide a solution that fixes the electrical problem - that is my goal. Please confirm this will be acceptable.

[Quoted text hidden]

Skinner, Joyce <Joyce_Skinner@jayco.com>

Mon, Aug 31, 2020 at 11:07 AM

To: [REDACTED]
Cc: "Carroll, Pat" <Pat_Carroll@jayco.com>, "Wright, Ken" <Ken_Wright@jayco.com>

[REDACTED] in all due respect, I am honestly trying to help you. However, neither Pat nor myself are the technical gurus that are needed to figure this out for you. We can listen, which we already have, but until we allow the technical folks at Spartan to get involved, this is not going to go anywhere.

I feel as if I had a great plan - which was to all meet at Spartan so the coach is in the right place to get the issue resolved - once determined what that is. If it ends up being on our side, we will get you in to our service facility. Both myself and Scott have already promised this. I just don't understand why you are hesitant to make this happen. What am I missing?

[Quoted text hidden]

Mon, Aug 31, 2020 at 11:58 AM

To: "Skinner, Joyce" <Joyce_Skinner@jayco.com>

What is missing comes from the phone calls that both I and Dave have participated on with Spartans Scott.

The electrical problem is definitely a complex situation and I had no idea it even was an electrical problem that involves Collision Mitigation/ Cruise Control and many other aspects of the 12v system including failed coach batteries. Several of these have even been NHTSA recalls and confirmed my belief that our coach did accelerate faster by itself on several occasions up to and even happening again this July. The more I got to understand about the electrical system the more I realized what events we were impacted by and are still happening.

Then comes the discussion with other Entegra owners, even one again yesterday with an Entegra owner, that they are having some of the same problems and have never been successful in getting them fixed. Our Master Mechanic Dave Atherton has done an enormous amount of research into this electrical system, used Cummins Diagnostics Insite program to give him a readout on the 12v electrical system and conducted several diagnostics on other Entegra coaches - and found the same electrical problems. The straight of it is that Entegra has done nothing to create these problems.

Both conversations with myself and Dave Atherton with Scott and prior with Dave with two of Scotts employees we were told we have no problem. Scott reinforced their discussion with Dave that basically we do not know what we are talking about as Spartan changed the wiring of their chassis over 10 years ago so Insite means nothing. He also indicated that the same problems are probably in all their chassis.

The fact of the matter is that there is no where in the US or Canada that you can take a Spartan chassis to have any electrical work completed/repaired/diagnosed other than to Spartan in Charlotte, Michigan. Cummins Coach Care which is an authorized Spartan Chassis firm cannot and they specifically noted that they cannot because Spartan will not give them the electrical drawings.

The entire 12v system of the Coach chassis comes with the Cummins diesel unit in the Spartan chassis. The ECM (electronics control module - a computer) controls all the electrical output to all electrical functions within the chassis. In wiring the chassis Cummins whom also supplies the ECM with the diesel sends specific guidelines as to the requirements of anything connected to the ECM. Spartan connected their designed wiring, apparently without following Cummins information with a multiplex system.

Scott even made his comment about not following Cummins wiring when Dave told him what pins the Collision and Cruise should be on on the ECM. Scott "We changed that 10 years ago".

Scott has told my mechanic that basically he does not know what he is talking about and my coach does not need any fix. Do I or Dave need to hear that again from Scott?

I know now that you are not fluent on this, neither was I or all other Entegra Owners that are having the same problem. The last thing on most coach owners mind is how it works. But when it doesn't and you cannot get it fixed and it begins to create other problems including you questioning your sanity when you know the coach accelerated but you did nothing, and then you get a mechanic that knows how to dissect a problem, you begin to ask questions. Cummins Corporate has a 2" thick manual copyrighted in regards to how to fix the 12v system with their ECM and diesel engines in numerous manufacturers units.

If you can tell us how to communicate with Spartan to get them to understand that their wiring is the key to this problem then I am all for it. The only way as I understand it is that they have to release the electrical wiring diagram in its entirety so anyone can see what it is.

If another phone call with Spartan is the only thing you can do then without being left any other choice I will consent to do it. You , me, Scott.

[Quoted text hidden]

Skinner, Joyce <Joyce_Skinner@jayco.com>

Mon, Aug 31, 2020 at 4:24 PM

To [REDACTED]

Good afternoon, [REDACTED]

Would you be open to a phone call tomorrow around 10:30? You, me, Scott and Pat if you want him included.
Thanks

[Quoted text hidden]

[REDACTED]

3/23/2021

Gmail - RE: <EXTERNAL> Re: phone conference

Mon, Aug 31, 2020 at 6:06 PM

To: "Skinner, Joyce" <Joyce_Skinner@jayco.com>

Yes [REDACTED] TKS

Sent from my iPhone

On Aug 31, 2020, at 4:24 PM, Skinner, Joyce <Joyce_Skinner@jayco.com> wrote:

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[Quoted text hidden]

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Joyce Skinner

Director, Customer Experience

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Email: joyce_skinner@jayco.com

Jayco | Entegra Coach

903 S. Main St | Middlebury, IN 46540

From [REDACTED]
Sent: Monday, August 31, 2020 10:20 AM
To: Skinner, Joyce <Joyce_Skinner@jayco.com>
Subject: Re: <EXTERNAL> Re: phone conference

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If Spartan can treat us in a reasonable manner and provide a solution that fixes the electrical problem - that is my goal.

Please confirm this will be acceptable.

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Good Morning, [REDACTED]

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<image001.png>

<image002.png>

Joyce Skinner

Director, Customer Experience

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Email: joyce_skinner@jayco.com

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From: Skinner, Joyce

Sent: Friday, August 28, 2020 10:01 AM

To: [REDACTED]

spartanrvchassis.com>

Cc: Carroll, Pat <Pat_Carroll@jayco.com>; Wright, Ken <Ken_Wright@jayco.com>

Subject: phone conference

Importance: High

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[REDACTED] In order to get things resolved, we all have to be involved so I do hope you both can make the time for this call.

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[Quoted text hidden]

[REDACTED]

Tue, Sep 1, 2020 at 7:24 AM

To: [REDACTED]

Thanks [REDACTED] We will call this morning around 10:30



Joyce Skinner

[Quoted text hidden]

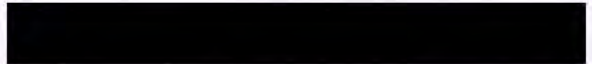
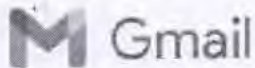
[Quoted text hidden]

To: "Skinner, Joyce" <Joyce_Skinner@jayco.com>

Tue, Sep 1, 2020 at 7:46 AM

Very good.

[Quoted text hidden]

**RE: <EXTERNAL>**

3

7 messages

Skinner, Joyce <joyce.Skinner@jayco.com>

Wed, Sep 2, 2020 at 7:19 AM

To: [REDACTED] "Carroll, Pat" <Pat_Carroll@jayco.com>,
"scott.wixson@spartanrvchassis.com" <scott.wixson@spartanrvchassis.com>

Good Morning, [REDACTED]

I am going to be completely honest with you – I am now at a loss as to where you are getting your information. Attached are the two recalls you mentioned. 16V-827 was released in November 2016 – prior to your purchase. I have attached the work order from NIRVC that shows they performed this recall on 4-4-17 prior to you leaving their lot after purchase on 3-27-17, I assume. It was stamped 4-28-17 as the date Spartan received the invoice from NIRVC. I have no way of knowing what you are looking at but I can assure you, the documents I have attached are correct. Spartan's recall # 16V-776 is the same as our 16V-827. Even though they are one in the same, different companies are assigned different recall #s. 16V-873 is also attached and you can see the release date of that one is January 2017; again, prior to you becoming an owner so you would not have received this one either. However, our records show this was completed on 4-10-17, again, I assume this was done prior to you leaving NIRVC at time of purchase.

At the end of our conversation yesterday, I hung up thinking that we had made some headway and that this was all going to work out. I appreciate that you want to listen to Dave, your mechanic, but I honestly believe the folks you should be listening to are the chassis experts, Spartan, and us who have manufactured your coach. Scott and I have both stated that we are going to take care of your concerns – no one even brought up that your coach is out of warranty. I referred to your purchase date when we were discussing the release of the recalls, trying to get you to understand why you had not personally received them. Not once did we say, or indicate, that we would not help.

This has been going on now for weeks – the back and forth – trying to get something done. Now it appears we start all over again because you don't trust that we know what we are doing. Even though Pat, Scott and I are not the "mechanics" we know how to get issues resolved. In all due respect, I wish you would put a little bit of your trust and faith in knowing that, and in us.

I will speak with Scott this morning and we will get back to you.



Joyce Skinner



Director, Customer Experience

Jayco Motorhome Group

Phone: 800.283.8267 Cell/Fax: 574.361.6006/574.825.6091

Email: joyce_skinner@jayco.com

Jayco | Integra Coach

903 S. Main St | Middlebury, IN 46540

From: [REDACTED]

Sent: Wednesday, September 2, 2020 6:11 AM

To: Carroll, Pat <Pat_Carroll@jayco.com>; Skinner, Joyce <Joyce_Skinner@jayco.com>;
scott.wixson@spartanrvchassis.com

Subject: <EXTERNAL>

Conference call on Tuesday September 1, 2020 regarding electrical problem in [REDACTED] 2017 Integra Cornerstone.

Conference call attendees Joyce Skinner, Pat Carroll, Scott Wixson [REDACTED]

After introductions and Scott inquiring on description of problems [REDACTED] indicated that the problems being discussed today were the same problems that have been involved with the Cornerstone since purchase in late march 2017 at NIRVC in Phoenix Arizona.

Collision Mitigation System w/Adaptive Cruise Control

Overspeed

Sudden underspeed

Chassis batteries deformed & failed at 3.3 year interval

Collision w adaptive cruise began its failures on way home from Tucson after approximately 3 weeks of coach purchase. Collision system failed and cruise control quits.

Intermittent fix was to stop in rest area, shut off engine restart engine and back up 3 feet. Collision comes back on and cruise works but fails again repeatedly on the rest of the trip home.

Reports symptom when at Integra Maintenance Facility for warranty work. Same system failure reported on various occasions when coach in for warranty repairs. Always a NO problem Found.

Also noted but thought to be a driver error somehow was the coach increasing speed when cruise was shut off. Happened numerous times but could not figure out why and at times even in July 2020 when traveling along the Palisades Dam road in Idaho it required very hard braking when entering several curves right after the cruise was set to off by tapping foot brake.

Sudden underspeed (slowing) was when driving along the Interstate or 2 lane highway and with no vehicles anywhere near the coach would suddenly go into an avoidance mode and begin hard braking. That results during the times it happens that numerous items within the coach fall or fly off their positions and the passenger(s) begin to loudly want to know why are you doing that, "I am not doing it. The coach is doing it". There is no vehicles at these occurrences in the lane within at least a quarter mile or more. Sometimes a vehicle in the passing lane but never any vehicle or object in the lane we are in. Several times no vehicles anywhere on the highway within sight.

Chassis batteries were found by inspection after running the Insite 7 diagnostics program to have swelled cases and one had the top lifting off. Replaced the batteries that day. Found the cables at a negative and positive location on the two chassis batteries to have heavy resistance markings at the battery terminals. No loose connections or corrosion.

Smart steering wheel buttons at times react very well when setting cruise, turning it off and using buttons to reduce or increase speed. At times they do not do anything when pushed and continued trying gets no reaction.

Coach starting for past year and a quarter has required using Boost button as chassis batteries would not start engine. (this not discussed on conference call but was included in earlier emails)

Battery cable in battery compartment for chassis discussed as to why it is labeled a JAYCO part number. Jared called to call by Joyce and he explained that they changed for the Vega Touch use cables.

Discussed Cummins Coach Care not being able to do work on electrical system of coach as they indicated they do not have electrical diagrams from Spartan even though they are a certified Spartan RV chassis firm(s).

Diagnostic ports, in engine compartment and forward location, both of which are for the same electrical wiring system are available. [REDACTED] asked if Spartan had a port that they use for their computer diagnostics as the two ports mentioned are for the Cummins Insite system.

[REDACTED] explained that our mechanic has run the Cummins diagnostics 6 & the current 7 series. In January 2019 run the 6 series shows 40 instances of code 1117 being active. In July of 2020 Insite 7 was run and it showed 116 instances of code 1117 being activated. Scott indicated that the 1117 code is the reference to the cruise control. Scott that is correct.

Scott indicated that if you would bring your coach to us we will get this fixed. We had earlier discussed the NHTSA Recalls for the Steering cable and the Collision mitigation cruise system. Joyce interjected that they were prior to our ownership and so we would not get a copy of the repairs being completed.

I explained in discussion of the NHTSA Recalls that what I call the overspeed and underspeed instances now make a lot more sense to me after reviewing the recall dialog and becoming aware that these instances of going faster and sudden slowing were not a figment of my imagination.

I had been informed by our mechanic and reinforced by Cummins Corporate that there is a very high potential that your coach has an electrical problem.

[REDACTED]

Moving towards ending the call we discussed date to bring coach to Spartan for repairs. [REDACTED] asked Scott if Spartan has a computerized system that they use to verify from a port on the coach that we are not aware of. He described that the two ports are in the front and back of the coach but are part of the same network. Did not indicated that they have any way of a computerized verification for their repairs.

There was some discussion by Scott on reviewing work on the recall items as to if the steering cable was not completed or shielded then it could be contributing to the overspeed and sudden slowing. He also indicated what had to be completed with the Collision Mitigation system, turned 180 degrees and aligned properly.

[REDACTED] entered some discussion on how the Generator compartment slide front is not always in the same position as even after warranty visits and some adjustments and his own periodic adjustments it still does not stay in one position. Joyce commented on how that can or could be fixed by either Spartan or Entegra.

[REDACTED] then asked how Spartan would be able to verify that whatever was completed at Spartan could be verified to be working correctly. Scott remarked that they have the Insight and could run it. Scott did not indicate what version of the Insite they had on hand. Unless they are up to date all versions of the Insite are replaced by 7 so it needs to be the 7 series to get updated pertinent diagnosis. [REDACTED] requested that he would then want to have a copy of that run to verify all was corrected.

Call was closed out with discussion that Scott would get date during the week of the 14th of September for [REDACTED] to bring coach to Spartan to have problems repaired. Scott is to contact [REDACTED] via cell or email as to date for appointment.

My synopsis is this;

Collision Mitigation w/adaptive cruise control still has a problem.

NHTSA recalls are in need of revue and very possibly repair.

Battery failure problems were not addressed.

Cause of multiple low power with the 1117 code of 116 instances recorded by Cummins Insite 6 (Jan 2019) & 7 (July 2020) may or may not be addressed.

The overall 12v electrical situation should become evident with the Insite 7 run upon completion of the work at Spartan.

As I have followed this situation with our Certified Cummins Mechanic I will continue that review and I will make arrangements to have Dave in Michigan so we can have this Insite 7 diagnostics review of our coach's electrical system same day as coach is released out of Spartan Facility.

Because these problems began with the time of purchase of the coach and we have noted them on numerous visits to the Entegra maintenance facility during warranty visits we are fully expecting that this is still a fully warrantable appointment and will be until it is remedied and does not occur again. Please concur on that understanding.

One thing that stands out from this whole discussion is in regard to the belief that as Owners we were not notified of the NHTSA Recalls 16V873 Collision Mitigation and 16V827 Throttle Circuit Electrical Interference.

[REDACTED]

As Joyce noted in our discussions prior and today it was because they were handled prior to our purchase of the coach. If you look at the document for the supposed 16V827 Throttle Circuit Electrical Interference it is dated 4/7/2017 in Service. At the top of the page it is stamped Apr 28, 2017.

Our Purchase date is MARCH 28, 2017.

THERE IS NO SIGNATURE THAT THE WORK WAS COMPLETED by a certified mechanic, or anyone! This is strictly a WARRANTY INVOICE.

IF you really look close you will also see that the recall number 16V-776 is for some other recall situation but is noted as "Inspect Throttle Harness". In review of the NHTSA site they list no recall of that number for our coach but our coach Vin is listed on this Warranty Sheet.

Myself, my wife [REDACTED] and my two sons [REDACTED] and [REDACTED] have been driving a 56000 lb vehicle, most always towing, across the US and Canada with what I know as of todays call as indicated by Scott Wixson from Spartan that did most certainly pose a SAFETY HAZARD by overspeeding. It was not a figment of my imagination but quite apparently a failure to either review or to fix a known Safety defect so significant that it had to be reported to the NHTSA. Then comes the 16V827 Recall and its unsatisfactory handling.

We have been 3.5 years owning and sorting out numerous situations with this Cornerstone. Other Entegra Owners have discussed and continue to discuss that they are having some of the same problems.

We have spent thousands of dollars during and after warranty period in diagnosing what and why and it all points to the 12v electrical system including the 16V827 NHTSA recall. All Spartan Certified firms and Cummins Certified mechanics indicate that there is a problem with not following the OEM wiring standards and the potential in doing this is creating stray voltage to be impacting the ECM. That can be happening in numerous different ways but without information from Spartan other than Scott Wixson indicating to our mechanic that they use a different wiring system than OEM no one knows what it is.

All involved in the conference call today with Spartan and Entegra are administrative personnel with their firms. As Joyce will state "Pat and I have no involvement on how the Spartan chassis works. It is up to Spartan to do any and all work on the chassis."

Scott Wixson is also administrative and in our early discussions today he also stated that he is no mechanic but he administers this department for Spartan.

I am the Owner and have to make a choice after many years of trying to rectify the problem. Without input and information forthcoming to Certified mechanics by Spartan to their authorized RV chassis firms that we have visited and conversed with they indicate they can do everything but work on the electrical system as they cannot get the electrical diagrams.

In any instance of what has taken place over the past 3.5 years it has put me in a position to fully realize that my family could be a statistic now. NOT A HAPPY CAMPER TODAY and I have to make a decision to get this coach safe again.

Do I listen to Administrators or do I listen to Certified Mechanics when having to have an electrical problem rectified and safety & mechanical issues addressed.

My choice is the Mechanics as they complete the fix, not the paperwork, and that assures the safety and mechanical functions of our coach. However for the Mechanics to complete the repairs they have to have the data from Spartan. Someone has to inform us how we are to get that information in totality from Spartan.

Our coach is now parked as it has as of yesterday become very apparent from Scotts input and the NHTSA 16V827 handling credibility that the overspeeding is a serious safety factor. All Mechanics have indicated that with this overspeeding situation it is absolutely the only thing you should do for protecting your personal safety to coach damage to liability in driving a vehicle with a known defect.

Someone at Entegra needs to address to us how we are to proceed from here.

3 attachments

 202009020620.pdf
123K

 202009020643.pdf
109K

 20200826095124043.pdf
162K

Skinner, Joyce <Joyce_Skinner@jayco.com>

Wed, Sep 2, 2020 at 8:17 AM

To: [REDACTED], "Carroll, Pat" <Pat_Carroll@jayco.com>,
"scott.wixson@spartanrvchassis.com" <scott.wixson@spartanrvchassis.com>

[REDACTED]

Also, I went back and looked at our service files. I see that on 6-12-17 you were in our shop and stated that the gen door would not open due to "no power" and not sitting flush. We adjusted the door and added shims at top of door to make door flush with cap and chrome pieces. Tested for proper operation – tested good.

[REDACTED]

Again on 9-26-17, you were back in factory service and stated that the front Entegra logo/grill/door is not lining up evenly from one side to the other. We again realigned the door to proper location and tested – all worked well. I show that you were here 3 times in 2019 but nothing mentioned at any of those visits regarding the generator door. But, if there is an issue today, we will take another look at it and see what we can do.

Also, since we would not have performed any work on the collision mitigation system, nor paid any claims for this type of work, I have nothing here. I am sure that Scott could tell us if he has paid any claims for this, he may already have done this, I just don't remember with all of our conversations.

**Joyce Skinner**

Director, Customer Experience

Jayco Motorhome Group

Phone: 800.283.8267 Cell/Fax: 574.361.6006/574.825.6091

Email: joyce_skinner@jayco.com

Jayco | Entegra Coach

903 S. Main St | Middlebury, IN 46540

[Quoted text hidden]

Wixson, Scott T. <Scott.Wixson@spartan-chassis.com>

Wed, Sep 2, 2020 at 12:19 PM

To: [REDACTED]
Cc: "Skinner, Joyce" <Joyce_Skinner@jayco.com>, "Carroll, Pat" <Pat_Carroll@jayco.com>

Good morning, [REDACTED]

If I led you to believe that the 1117 fault code has anything to do with your cruise I apologize. The 1117 fault code has to do with battery voltage, I have attached the definition of the fault code and the trouble shooting, which was pulled from Cummins data base. This could fall into line with your email comment "coach starting for past year and a quarter has required using Boost button as chassis batteries would not start engine."

I'm sorry if these issues have been present since you purchased the coach. Unfortunately Spartan has never been made aware of any of any of these issues until July 30th, 2020.

[REDACTED]

Unfortunately I could not squeeze you in the week of 9/14. The dates that I was provided were the week of 9/21, and the week of 10/12. Please let me know if either of these will work

The list of issues sent to our service team are as follows-

Concern # 1- With the cruise control set the coach will accelerate on its own

Concern # 2- OnGuard intermittently generates a fault code and is not able to use cruise control (fault codes have not been shared)

Concern # 3- OnGuard system- unintended CMS braking event. CMS event will occur with no other vehicles in the immediate area.

Concern # 4- Several counts of Cummins FC 1117

Concern # 5- Smart wheel buttons at times react very well when setting cruise, turning it off and using buttons to reduce or increase speed. At times they do not do anything when pushed and continued trying gets no reaction

Concern # 6- Chassis batteries recently were replaced due to both of them being swelled.

Please check wiring and the charging system to ensure they are not being overcharged

Regards,

Scott Wixson

Customer Service Manager

Spartan RV Chassis, A Shyft Group Brand

OFFICE 517.543.6400 EXT. 3272

CELL 517.231.6712

EMAIL Scott.Wixson@spartanrvchassis.com

SPARTANRVCHASSIS.COM



Our website and email addresses have changed;
please update your records.

[Quoted text hidden]

2 attachments

1117.pdf
119K

1117a.pdf
121K

Skinner, Joyce <Joyce_Skinner@jayco.com>

Wed, Sep 2, 2020 at 12:22 PM

To: "Wixson, Scott T." <Scott.Wixson@spartanrvchassis.com>, [REDACTED]

Cc: "Carroll, Pat" <Pat_Carroll@jayco.com>

Thank you Scott



Joyce Skinner

Director, Customer Experience

Jayco Motorhome Group

Phone: 800.283.8267 Cell/Fax: 574.361.6006/574.825.6091

Email: joyce_skinner@jayco.com

Jayco | Entegra Coach

903 S. Main St | Middlebury, IN 46540

[Quoted text hidden]

Wed, Sep 2, 2020 at 1:01 PM

[REDACTED]
To: "Atherton, Dave & Patricia" <david.e.atherton@gmail.com>

Your thoughts.

[Quoted text hidden]

[REDACTED]

3/23/2021

Gmail - RE: <EXTERNAL>

Dave Atherton <david.e.atherton@gmail.com>

Wed, Sep 2, 2020 at 1:31 PM

To: [REDACTED]

Boy , Joyce still does not get about Dave should listen to the experts that build the chassis. That is a real big apple to Chew on when in fact it seems everyone that we talked to are clueless about factual information pertaining there unfixable Problem. Second I was told by 4 people that your motorhome was long out of warranty This is fact, started with call to Spartan as per [REDACTED] request and talked with David stat David stated m [REDACTED] Warranty.

Than spun me over to Matt again Mr. ALLMAN motorhome in long out of warranty and battery cables would correct the Active code of 1117, than last Dave Call to Joyce at Entegra and same story [REDACTED] motorhome is long out of warranty.

However Joyce did state depending on what Spartan finds with [REDACTED] motorhome she was at liberty to write a warranty claim for Spartan repair findings. To me she is trying to cover something that she cannot cover anymore. Note: she also Pushed back when you can bring motorhome in for repair. Maybe she best check with Pat on your call with Pat this am. What she does not want to slam me with her comments because factual information will sink her ego real fast along with her buddy Scott at Spartan. Yes I can be of real benefit to Joyce at this point and she better understand why all this is going around her.

Sent from Yahoo Mail for iPad

[Quoted text hidden]

Thu, Sep 3, 2020 at 10:22 AM

To: "Atherton, Dave & Patricia" <david.e.atherton@gmail.com>

Look in the middle of these forwarded messages as Scott Wixson sent info to us about 1117 to Joyce and it is on Joyces forwarded messages I sent you but now sent again.

[Quoted text hidden]

REC'D APR 28 2017

National Indoor RV Centers
22415 16th Steet North
Phoenix AZ USA 85024
Phone #:(520) 442-2500
Fax #: (520) 442-2800

Invoice Number [REDACTED]
Service Advisor: 78754



Tag Number: [REDACTED]
Promised Date - Time: 12/17/2016 1:05 PM
Date and Time In: 12/17/2016 1:05 PM
Date and Time Out: 3/7/2017 - 8:35 AM
Cash Out Date:

Date Appointment Initiated: 12/1/2016

Spartan Motors USA, Inc 81753
1541 Reynolds Rd
Charlotte, MI 48813
(517) 543-6400

Veh Info: 1610 17 CORNERSTONE 45B RV Champagne
Serial Numbers: 4VZVU1E91HC [REDACTED] [REDACTED]

In-Srv: 4/4/2017 Miles/Hrs In: 2415 Out: Plate #:
Color Ex: Champagne Int: Mocha

Repair	Hrs	VIN	Requested Repair Description	Mech #	Repair Type	Labor
5	0.50	HC082580	Recall #16V-776 1331463		Warranty	\$67.50

CAUSE: Required per Spartan/Entegra

CORRECTION: Inspect Throttle Harness, checked ok. Auth. # MIQ 156 .5 hrs to inspect harness.

Repair	Part #	Description	Qty	Price	Core	Discount	Extended
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Repair	Claim Number	Claim Type	Claim Code	Labor Op Code	Auth. Code	Auth. By	Net Amount
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National Indoor RV Centers - PHX 13825
22425 N 16th Street Rear
Phoenix AZ US 85024
Work: (520) 442-2500

THE ABOVE WORK STATED HAS BEEN
COMPLETED!

X _____

Parts Total:	\$0.00
Core Total:	\$0.00
Freight Total:	\$0.00
Sublet Total:	\$0.00
Labor Total:	\$67.50
Shop Total:	\$0.00
Other Charges:	\$0.00
Sub Total:	\$67.50

Discount Total:	\$0.00
Ext Price:	\$67.50
Sales Tax:	\$0.00
Total:	\$67.50
Deposits:	\$0.00
Deductible:	\$0.00
Amount Due:	\$67.50

WARRANTY

W53-435

739 682 1630 03:29

Express

FedEx Express Package US Airbill

FedEx Tracking Number 8142 1842 7209

1 From
Date 3/26/2021
Sender Name [Redacted]
Company [Redacted]
Address [Redacted]
City Kensington State MD ZIP 20590

2 Your Internal Billing Reference

3 To
Recipient's Name NHTSA
Company National Highway Traffic Safety Admin
Address 1200 New Jersey Ave, SE
City Washington, D.C. State DC ZIP 20590



8142 1842 7209

FedEx TRK# 8142 1842 7209

WED - 31 MAR AA EXPRESS SAVER

SK WASA

20590 DC-US IAD



FID: 5211040 26Mar2021 LEFA 560G3/AC19/1023

4 Express Package Service

Next Business Day

- ☐ FedEx First Overnight
Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless Saturday Delivery is selected.
- ☐ FedEx Priority Overnight
Next business morning. Friday shipments will be delivered on Monday unless Saturday Delivery is selected.
- ☐ FedEx Standard Overnight
Next business afternoon. Saturday Delivery NOT available.

2 or 3 Business Days

- ☐ FedEx 2Day A.M.
Second business morning. Saturday Delivery NOT available.
- ☐ FedEx 2Day
Second business afternoon. Thursday shipments will be delivered on Monday unless Saturday Delivery is selected.
- ☒ FedEx Express Saver
Third business day. Saturday Delivery NOT available.

5 Packaging

- ☒ FedEx Envelope* ☐ FedEx Pak* ☐ FedEx Box ☐ FedEx Tube ☐ Other

6 Special Handling and Delivery Signature Options

- ☐ Saturday Delivery
NOT available for FedEx Standard Overnight, FedEx 2Day A.M., or FedEx Express Saver.
- ☐ No Signature Required
Package may be left without obtaining a signature for delivery.
- ☐ Direct Signature
Someone at recipient's address may sign for delivery.
- ☐ Indirect Signature
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only.
- Does this shipment contain dangerous goods?
☒ No ☐ Yes
If yes, see the current FedEx Service Guide for restrictions.
- ☐ Dry Ice
Dry ice, 5 Lb/ 1.8 kg
☐ Cargo Aircraft Only

7 Payment

- Bill to:
☒ Sender ☐ Recipient ☐ Third Party ☐ Credit Card ☐ Cash/Check

Total Packages Total Weight Credit Card Auth.

644

Your liability is limited to USD100 unless you declare a higher value. See the current FedEx Service Guide for details.

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