



ENTEGRACOACH

A Jayco Company

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By Recall Management Division at 9:41 am, Jan 26, 2010

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January 21, 2010

**10V-022
(3 Pages)**

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Sir or Madam:

Pursuant to 49 CFR Part 573, Entegra Coach (“Entegra” or the “Company”) is submitting this report to NHTSA concerning a recall campaign, which is being voluntarily initiated. Specific information is as follows:

573.6(c)(2)

Affected vehicles were manufactured between April 8, 2009 and September 11, 2009.

Model Year 2010 Entegra Emblem Fifth-wheel series 365RESA and 375LKQS.

Entegra Coach, the responsible manufacturer, determined the recall population from its manufacturing records.

573.6(c)(3)

A total of two - (2) Entegra fifth-wheels are subject to this recall.
Specific Vehicle Identification Numbers (VIN) are as follows:

- 2010 Emblem Fifth-wheels with a starting VIN of 1JSCE0BU0A1SA8050 and ending with 1JSCE0BU6A1SB8050.

573.6(c)(4)

Entegra is recalling 100 percent of the affected models of Entegra Fifth-wheels identified in the scope.

573.6(c)(5)

Entegra has installed as an option, on certain fifth-wheel recreational vehicles, a remote activation module for the leveling jacks. In conjunction with the vendor it was determined that in the presence of moisture, the module may activate autonomously, without the use of the remote control. If the jacks were to activate while the vehicle is being towed, it could result in a traffic accident leading to property damage, injury, or death.

573.6(c)(6)

Entegra decided to conduct this recall following an internal investigation. Entegra is not aware of any injuries or accidents related to this issue.

Chronology of events which were the basis of Entegra's defect determination:

- August 24, 2009 – Jayco received an email from a U.S. dealer reporting an incident a retail owner experienced in which the remote leveling jacks activated once while the unit was parked and activated a second time while the unit was being towed. No accident or injury occurred. There was damage to the bottom of the leveling jacks. Alta Resources, our vendor for the remote system, contacted the retail owner to obtain additional information and began an internal investigation. Jayco began monitoring received complaints for additional situations of this nature. This incident was on a Jayco Eagle Fifth-wheel series 341RLQS.
- October 6, 2009 - Jayco received an email from a Canadian dealer reporting an incident in which the front leveling jacks started lowering on their own while in transit. The jacks contacted the road and the customer stopped immediately. This was the second complaint Jayco received regarding this situation and no accident or injury occurred. It was also on a Jayco Eagle Fifth-wheel series 341RLQS.
- October 14, 2009 – Jayco and Alta Resources met to discuss the root cause of the situation and determine what corrective action may be necessary. Alta shared the results of their investigation, which proposed that ambient moisture may cause the jacks to activate without the use of the remote transmitter.
- October 15, 2009 to January 15, 2010 – Jayco continued to monitor customer complaints for any situations similar to this condition on other units or other models of units. None have been identified.
- January 6, 2010 – Jayco and Alta Resources met to review the results of Alta's testing and to finalize the proposed solution which involved the addition of a relay to the module which would eliminate the possibility that moisture could cause the jacks to active autonomously.
- January 6, 2010 to January 14, 2010 - Jayco discussed the proposed solution internally to validate that it would not cause any negative consequences and was a reasonable solution.
- January 15, 2010 – Jayco decided to identify the serial numbers of affected units and initiate a safety recall due to the potential for a traffic accident to occur. The beginning date of manufacture was determined to be the first day on which the subject remote modules began to be installed as an option on certain Fifth-wheels. The ending date of manufacture was identified as the date on which manufacturing began using modified remote modules which was intended to improve the robustness of the design. Coincidentally, the change mitigated the effect of ambient

moisture upon the remote modules. The scope of affected units was established after an examination of our manufacturing records. We began drafting repair instructions, our Part 573 letter, Canadian defect notification letter, dealer letters, and retail-owner letters. Affected units were branded as Jayco, Starcraft RV, and Entegra Coach brands. Though no incidents have occurred on any product other than Jayco Eagle Fifth-wheel series 341RLQS, we feel it is prudent to include within the scope of this recall all products that had the same remote module installed.

- January 21, 2010 - Entegra submitted the Part 573 letter to NHTSA and submitted the Canadian defect notification letter to Transport Canada.

573.6(c)(8)

The remedy for the affected fifth-wheels is to install a relay which will prevent the remote module from activating autonomously in the presence of moisture.

Copies of the repair instructions, dealer notification letters, and owner letters will be provided to the agency within 10 business days. Entegra Coach is contacting all dealers and retail owners of the affected vehicles. Upon notification Entegra Coach is prepared to begin dealer notification within 5 business days after approval, and to owner's ten business days subsequent to dealer notification.

Thank you for your assistance,

Sincerely,

A handwritten signature in cursive script that reads "Joe Resil".

Joe Resil
Regulatory Compliance Manager