



ENTEGRACOACH

A Jayco Company

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«City», «State» «Zip»

«Country»

## VEHICLE SAFETY DEFECT SERVICE BULLETIN

### IMPORTANT

- Your Model Year 2010 Entegra Emblem Fifth-wheel series 365RESA and 375LKQS is involved in a safety recall.
- Schedule an appointment with your Entegra Coach dealer.
- This service will be performed for you at no charge.

### NHTSA Recall Campaign #10V-022

Dear Entegra Coach Owner:

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

Entegra Coach has decided that a defect, which relates to motor vehicle safety, exists in specific Model Year 2010 Entegra Emblem Fifth-wheel series 365RESA and 375LKQS. The affected units were manufactured between April 8, 2009 and September 11, 2009.

Entegra Coach 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.

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. This repair will be done at no charge to you. If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this

recall. For more information or if you are unable to have this repair performed, please contact Entegra Coach Customer Service at 1-800-945-4787 for assistance.

Please contact your Entegra Coach dealer, who is best equipped to perform this repair. If your Entegra Coach dealer is unable to perform the recall within a reasonable time frame, please contact Entegra Coach Customer Service for further instructions. Any non-Entegra Coach dealer must contact Entegra Coach prior to making the recall repairs for proper authorization and instruction. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the enclosed post card and returning it to us promptly. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

If, however, you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service department at 1-800-945-4787. After contacting your Entegra dealer and Entegra Customer Service and you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, 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>.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Entegra Coach recreational vehicle.

Sincerely,

Entegra Coach