



ENTEGRACOACH

A Jayco Company

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September 2010

«FIRST NAME» «LAST NAME» «SERIAL»
«Address»
«City», «St» «Zip»
«Country»

VEHICLE SAFETY DEFECT SERVICE BULLETIN

IMPORTANT

- Your 2010 or 2011 Entegra Coach Anthem or Cornerstone Class A Motorhome is involved in a safety recall because there may be an improper electrical connection at the buss bar on the transfer switch.
- Schedule an appointment with your Entegra Coach dealer.
- This service will be performed for you at no charge.

NHTSA Recall Campaign # 10V-418

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, Inc. has decided that a defect, which relates to motor vehicle safety, exists in specific Model Year 2010 & 2011 Entegra Coach Anthem Class A Motorhomes, series 42DL, 42RB, and 44SL, and in Model Year 2010 & 2011 Entegra Coach Cornerstone Class A Motorhomes, series 45DL and 45RB.

Entegra has identified that there may be an improper electrical connection at the buss bar on the transfer switch. This improper connection may lead to overheating and melting of the transfer switch. This condition, if not addressed, could result in a fire, injury or death.

The remedy for the affected motorhomes is to replace the transfer switch. 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 Customer Service at 1-800-945-4787 for assistance.

Please contact your Entegra dealer, who is best equipped to perform this repair. If your Entegra dealer is unable to perform the recall within a reasonable time frame, please contact Entegra Customer Service for further instructions. Any non-Entegra dealer must contact Entegra 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 recreational vehicle.

Sincerely,

Entegra Coach, Inc.