



ENTEGRACOACH

A Jayco Company

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February 2011

SERIAL# RECALL#
FIRST LAST_NAME
ADDRESS
CITY, STATE ZIP
COUNTRY

VEHICLE SAFETY DEFECT SERVICE BULLETIN

IMPORTANT

- Certain Entegra Coach Recreational Vehicles are 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 #11V-019

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 certain MY 2010 & 2011 Aspire Class A Motorhomes {series 40DRQ, 40SKT, 42DL, 42RB, 42DLQ, 42RBQ} and MY 2010 & 2011 Insignia Class A Motorhomes {series 40FKSA, 40CKFL, 36CKFL, 40SU} manufactured between April 22, 2009 and December 23, 2010, fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 108, "Lamps, Reflective Devices, and Associated Equipment." The position of the high-beam and low-beam headlamps are transposed from their proper position. Improper height on the headlights may not fully illuminate the road surface or may inhibit the ability of motorists to see vehicles which can increase the risk of a crash.

The remedy for the affected vehicles will involve disconnecting and moving the headlamps so that they are in their proper position. 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 800-945-4787 for assistance.

If you choose to have this repair performed by a Entegra Coach dealer and the 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 800-945-4787. After contacting your Entegra Coach dealer and Entegra Coach 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