



**ENTEGRA COACH**

A Jayco Company

903 SOUTH MAIN STREET • P.O. BOX 460 • MIDDLEBURY, IN 46540 • PHONE: 800-945-4787 • WWW.ENTEGRACOACH.COM

March 2012

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.
- Please contact Entegra Coach Customer Service at 800-945-4787 for proper authorization and instructions.
- This service will be performed for you at no charge.

#### **NHTSA Recall Campaign #12V-072**

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 2011 & 2012 Anthem Motorhomes.

The affected units were manufactured between July 17, 2010 and November 30, 2011.

Entegra Coach has determined that the front tires could become overloaded due to the many ways cargo could be distributed in the storage areas.

The remedy for the affected recreational vehicles is to replace the front tires and the front wheels to provide owners with additional load capacity. This repair will be done at no charge to you. The repair will take approximately one hour to complete. 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