



ENTEGRACOACH

A Jayco Company

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July 2012

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

VEHICLE SAFETY DEFECT NOTIFICATION

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 #12V-312

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 2011-2013 Anthem and Aspire Class A Motorhomes and 2012-2013 Cornerstone Class A Motorhomes. The affected units were manufactured between April 19, 2011 and June 22, 2012.

Entegra Coach has determined that certain Entegra Coach Recreational Vehicles, built using windshield wiper systems from AM Equipment have the potential for the wiper arm to detach from the vehicle. If the wiper arm detached from the vehicle while it is being driven on the highway, an accident or injury could result.

The remedy for the affected vehicles will involve replacing the shaft attaching the arm to the wiper linkage and adding a washer that will securely hold the wiper arm on the shaft. This repair will be done at no charge to you. The repair will take less than 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 your Entegra Coach dealer is unable to perform the recall within a reasonable time frame, please contact Entegra Coach Customer Service for further instructions. If you choose to take your vehicle to a non-Entegra Coach dealer, they 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 written 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