



ENTEGRACOACH

A Jayco Company

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February 2013

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 #13V-013

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 2013 Aspire Class A Motorhomes.

The affected units were manufactured between April 11, 2012 and August 30, 2012.

Entegra Coach has determined that certain vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 120, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of more than 4,536 kilograms (10,000 pounds)". Due to a typographical error, the size of the tires on the rear axle as indicated on the Certification label is incorrectly identified as 275 when the tires are actually 295. In addition, after a review of vehicle weight data and consideration of the many ways a vehicle owner could load cargo into the vehicle it was determined that owners would benefit from having additional headroom by increasing the load

capacity of the front tires and the wheels. A misprinted label could lead to selection of an improper size replacement tire.

The remedy for the affected vehicles is to replace the Certification label after replacing the tires and wheels to provide owners with additional load capacity. This repair will be done at no charge to you. The repair will take approximately 1 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