



ENTEGRACOACH

A Jayco Company

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

December 2013

## IMPORTANT SAFETY RECALL

This Notice Applies To Your Recreational Vehicle «Vehicle ID »

«S1FF1»

«FIRST\_NAME» «LAST\_NAME»

«ADDR1»

«ADDR2»

«CITY» «STATE» «ZIP»

«COUNTRY»

### NHTSA Recall Campaign #13V-516

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 certain Model Year 2010, 2011, 2013 and 2014 Anthem and Cornerstone Class A motorhomes manufactured between December 16, 2009 and April 30, 2013.

Entegra Coach has determined through normal use and motor coach travel, the power cables from the exterior freezer may come in contact with the freezer sliding tray rails. Continuous and repeated rubbing of the power cables against the sliding tray rails could expose the interior wires of the power cable. This could result in an electrical short, increasing the risk of a fire causing injury and/or damage to property.

The remedy for the affected motorhomes is to insert all freezer power cables into split loom (PVC) conduit and secure the conduit to the coach basement floor using (2) "P" clamps. This repair will be done at no charge to you. The repair will take approximately 15 minutes 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. 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