



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 12, 2016

Ms. Terri Tobias  
Regulatory Compliance Manager  
Entegra Coach  
903 South Main Street  
P.O. Box 460  
Middlebury, IN 46540

NVS-215KS  
15V-877

**Subject:** Electric Entry Steps may be Unstable

Dear Ms. Tobias:

This letter serves to acknowledge Entegra Coach's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ENTEGRALALANTE/2008  
ENTEGRALANTHEM/2008, 2010-2011  
ENTEGRALASPIRE/2008, 2010-2011  
ENTEGRALCORNERSTONE/2008, 2010  
ENTEGRALEMBLEM/2008  
ENTEGRALINSIGNIA/2009-2011

**Mfr's Report Date:** December 22, 2015

**NHTSA Campaign Number:** 15V-877

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE

**Potential Number of Units Affected:** 271

**Problem Description:**

Entegra Coach (Entegra) is recalling certain model year 2008 and 2010-2011 Aspire and Anthem motorhomes, 2008 and 2010 Cornerstone motorhomes, 2008 Emblem and Alante motorhomes, and 2009-2011 Insignia motorhomes. The affected vehicles are equipped with certain Lippert-brand Coachstep Double and Triple Electric Steps. These steps use a bolt to attach the fan gear assembly to the steps. This bolt may fracture allowing the fan gear to disengage from the steps. As a result, the steps may not remain in the expected position and may be unstable.

**Consequence:**

Unstable entry and exit steps increase the risk of injury.

**Remedy:**

Entegra will notify owners, and dealers will install a retainer bracket on the double step assemblies and the Coachstep Linkage Assembly will be replaced and a retainer bracket will be installed on the trip step assemblies. The manufacturer has not yet provided

a notification schedule. Owners may contact Entegra customer service at 1-800-945-4787, or Lippert customer service at 1-574-537-8900. Entegra's number for this recall is 9903275.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement