



ENTEGRA
COACH®

903 South Main Street | P.O. Box 460 | Middlebury, IN 46540 | 800-945-4787 \ www.entegracoach.com

February 2016

IMPORTANT SAFETY RECALL
This Notice Applies To Your Recreational Vehicle _____
NHTSA Recall Campaign # 15V-877

Dear Valued Entegra Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Entegra has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2008 -2011 Alante, Anthem, Aspire, Cornerstone, Emblem and Insignia Class A motor homes manufactured with a Lippert (LCI) brand Coachstep Double entrance, electric step.

The recalled LCI 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, increasing the risk of injury

The first step of the Recall remedy is to inspect the existing entrance step currently on your motor home following the enclosed instruction sheet to confirm the entrance step is the recalled **LCI COACHSTEP**. Upon completion of the inspection, please complete the enclosed **Reply Form** and return to Jayco Engineering. If your inspection finds the steps are the LCI COACHSTEP, an Entegra Dealer will install a retainer bracket on the double step assembly. The recall remedy will take approximately 15 minutes and will be performed at no charge to you. If you paid to have 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 Customer Service at 800-945-4787 for assistance.

If an Entegra Dealer is unable to perform the recall within a reasonable time frame, please contact Entegra Customer Service at 800-945-4787 for further instructions. 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 a Entegra Dealer on the agreed service date and they do not remedy this condition on that date or within three (3) days, please contact our Customer Service Department at 800-945-4787. If after contacting Entegra Customer Service, 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 certainly regret this inconvenience; however your safety and satisfaction with your Entegra Class A motorhome are important to us.

Sincerely,
Entegra Coach