

Part 573 Safety Recall Report

16V-873

Manufacturer Name : Entegra Coach

Submission Date : DEC 22, 2016

NHTSA Recall No. : 16V-873

Manufacturer Recall No. : 9903335



Manufacturer Information :

Population :

Manufacturer Name : Entegra Coach

Address : 903 South Main Street

P.O. Box 460 Middlebury IN 46540

Company phone : 1-800-945-4787

Number of potentially involved : 125

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Class A Motor home Cornerstone

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : EDIT 11-30-16 ADDING SERIAL NUMBER RANGE

H16A8051-8065 H16B8051-8126 H16J8051-8070 H16K8051-8070

H16W8052-8063 H16X8051 H16Y8051

Production Dates : OCT 26, 2015 - NOV 18, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Wabco OnGuard Collision Mitigation System -shipped loose with Spartan Chassis and installed by Jayco, may be installed upside down.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If installed upside down, the entire system has reduced function and may operate unexpectedly creating a risk to the driver.

Description of the Cause : Improper installation instructions were provided to Jayco by Chassis manufacture - Spartan Chassis

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR
Address : NR
NR
Country : NR

Chronology :

11-22-16 Spartan Chassis notified Jayco Entegra Division that the mounting orientation communicated by Spartan for the WABCO OnGuard Collision Mitigation System is upside down and recommended that ALL Cornerstones have the orientation changed. Spartan provided List of chassis sold with the WABCO OnGuard - Jayco is matching to specific Entegra product serial numbers to create a scope. 11-22-16 Operations placed all 2017 Cornerstones on hold until inspected 11-28-16 bracket from Spartan available for the remedy - Jayco will inspect all Cornerstones on site and correct when required.

Description of Remedy :

Description of Remedy Program :	Spartan Service Centers will remove, and correct the orientation of the radar and re-calibrate the system at no charge to the registered owner. Retail notification letter will include contact number 855-589-9836 to schedule appointment at nearest Spartan Service Center with the Wabco Toolbox software. The remedy will require a new mounting bracket - will be provided at no charge EDIT MADE 12-22-16
How Remedy Component Differs from Recalled Component :	Orientation of the radar system. - Correct position of the harness connector is toward the street side instead of the curbside.
Identify How/When Recall Condition was Corrected in Production :	11-22 -Jayco operations placed all 2017 Cornerstones on site on HOLD for inspection and repair when required.. Per Spartan.. availability of the mounting bracket is 11-28-16. Operations has noted the orientation change for all future Cornerstones.

Recall Schedule :

Description of Recall Schedule :	Entegra will notify current owner of affected units
Planned Dealer Notification Date :	JAN 30, 2017 - JAN 30, 2017
Planned Owner Notification Date :	JAN 31, 2017 - JAN 31, 2017

* NR - Not Reported