



ENTEGRA
COACH®

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November 2016

IMPORTANT SAFETY RECALL
This Notice Applies To Your Recreational Vehicle «VIN»
NHTSA Recall Campaign # 16V-745

«NAME»

«ADD1»

City

«STATE»

«ZIP»

Dear Valued Customer:

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 2017 Cornerstone Class A motor homes manufactured on a Spartan chassis April 13, 2016 through August 25, 2016.

The power steering pump may have an undersized bore in the spool housing. This may cause the spool to stick resulting in reduced power steering fluid flow, which may result in an intermittent loss of power steering, increasing the risk of a crash. This could occur without warning.

The remedy is for a qualified **Spartan Service Center** to replace the power steering pump. The recall remedy will take approximately three hours 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.

Please call Spartan Chassis at 1-800-543-4277 opt 0 to locate a qualified service center near you. If a Spartan Service Center is unable to perform the recall within a reasonable time frame, please contact Entegra Customer Service at 800-517-9137 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 Spartan Service Center 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 800-517-9137. If after contacting a Spartan Service Center and 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 continued satisfaction are important to us.

Sincerely,
Entegra Coach