



ENTEGRA
COACH®

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November 2016/March 2018

SECOND NOTICE
IMPORTANT SAFETY RECALL

This Notice Applies To Your Recreational Vehicle xxx
Recall Campaign # 16V-761

Dear Valued Customer:

Our records show that the Recall Remedy has not been completed on this unit. Please contact an authorized Dealer to set an appointment as soon as possible. If the Recall Remedy was performed, please complete the Reply Form on the back side of this letter and return to Jayco so we can update our records.

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

Entegra has decided that certain 2016 – 2017 Anthem and Cornerstone Class A motorhomes manufactured April 7, 2015 through August 18, 2016 contain a king size mattress that fails to conform to the requirements of the Federal Motor Vehicle Safety 302 “Flammability of Interior Materials.” This noncompliance may not allow occupant the required time to exit the motorhome in case of a mattress fire, which could lead to person injury or death.

The Recall Remedy is to replace the original mattress in your motorhome at no cost to you. *Please contact an Entegra Dealer to obtain the new mattress.* If you paid to have the recall remedy 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 800-517-9137 for assistance.

If an Entegra Dealer is unable to perform the recall within a reasonable time frame, please contact Entegra Customer Service at 800-517-1937 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 800-517-1937. 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 is important to us.

Sincerely,
Entegra Coach