



ENTEGRA  
COACH®

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January 2017

**IMPORTANT SAFETY RECALL**  
**This Notice Applies To Your Recreational Vehicle «vin»**  
**Recall Campaign # 16V-873**

«name»

«address»

«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 motor homes manufactured October 26, 2015 through November 18, 2016 and equipped with OnGuard radar.

The mounting orientation of the OnGuard radar system is 180 degrees opposite of the vendor's specifications. If the system is not installed properly, it may not function as designed, including potentially activating the system when there is no potential hazard present, increasing the risk of a crash.

**The OnGuard system should be disabled until the recall remedy is performed.** Please follow the instructions provided with this letter to disable the system until the Recall Repair is completed by a Spartan Service Center. **During the time between disabling the system and completion of the recall remedy, the cruise control will also be disabled.**

The Recall remedy is to change the system harness connector toward the street side instead of the curbside, as initially installed, and re-calibration of the system. **The recall remedy can only be performed by a Spartan Service Center with WABCO Toolbox software.** Please contact Spartan at 855-589-9836 to locate the nearest service center to you. The remedy will take approximately one hour 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 800-517-9137 for assistance. 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 800-517-1937. 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