



ENTEGRA
COACH®

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

July 2017

IMPORTANT SAFETY RECALL
This Notice Applies To Your Recreational Vehicle VIN
NHTSA Recall Campaign # 17V-441

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 2018 Cornerstone Class A motor homes. The affected motorhomes are manufactured on a Spartan chassis, equipped with a Cummins ISX 15 engine.

The drive gear on the fuel pump may spin loose on the drive shaft, resulting in loss of pumping function. If this occurs, the engine may stall without warning and cannot be restarted. An unexpected engine stall without the ability to restart may increase the risk of a crash.

The recall remedy is for a qualified **Spartan Service Center/Cummins Distributor to replace the fuel pump free of charge.** Once the remedy is performed, please fill out and return the Recall Reply Form enclosed so we can report that the recall is complete on your Cornerstone. 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.

Please contact Spartan Chassis at 1-855-589-9836 opt 0 to locate a qualified service center near you. Please refer to **Cummins Field Campaign C1909** when setting your appointment. 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 is our most important priority.

Sincerely,
Entegra Coach