



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 2, 2018

Ms. Terri Tobias  
Regulatory Compliance Manager  
Entegra Coach  
903 South Main Street  
P.O. Box 460  
Middlebury, IN 46540

NEF-150MR  
18V-446

**Subject:** Wiper Arms Lift Away from Windshield/FMVSS 104

Dear Ms. Tobias:

This letter serves to acknowledge Entegra Coach's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ENTEGR/EMBLEM/2019  
ENTEGR/VISION/2019

**Mfr's Report Date:** July 5, 2018

**NHTSA Campaign Number:** 18V-446

**Components:**

VISIBILITY:WINDSHIELD WIPER/WASHER

**Potential Number of Units Affected:** 49

**Problem Description:**

Entegra Coach (Entegra) is recalling certain 2019 Entegra Emblem and Vision motorhomes. When traveling at highway speeds, the windshield wiper arms may lift away from the windshield when the wiper speed setting is on high, decreasing the wiper's ability to clear the windshield. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 104, "Windshield Wiping and Washing Systems."

**Consequence:**

The driver's reduced visibility can increase the risk of a crash.

**Remedy:**

Entegra has notified owners, and dealers will replace the wiper system, free of charge. The recall began on July 30, 2018. Owners may contact Entegra customer service at 1-800-517-9137. Entegra's number for this recall is 9903403.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement