

Part 573 Safety Recall Report

19V-436

Manufacturer Name : Entegra Coach**Submission Date :** JUN 10, 2019**NHTSA Recall No. :** 19V-436**Manufacturer Recall No. :** 9803435**Manufacturer Information :**

Manufacturer Name : Entegra Coach

Address : 903 South Main Street

P.O. Box 460 Middlebury IN 46540

Company phone : 1-800-945-4787

Population :

Number of potentially involved : 88

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Motorized Class A Entegra Anthem and Cornerstone

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Scope was determined from production records of ALL 2020 Anthem and Cornerstones produced

2020 Anthem L14B8051-8064 L14F8051-8070 L14W8051-8067

2020 Cornerstone L16A8051-8052 L16B8051-8065 L16F8051-8054

L16W8051-8059 L16X8051-8053 L16Y8051-8054

Production Dates : JAN 07, 2019 - JUN 03, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Steering Shaft bolt may not be torqued correctly at 55ft lbs.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The unsecured bolt could allow the steering wheel not to function, increasing the risk of a crash.

Description of the Cause : Line worker only hand tightened the bolt on some units, did not torqued to 55 ft lbs.

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

6-5-19 Production reported incident on a 2020 unit on site where the bolt securing the steering shaft was not torqued, this allowed the steering wheel not to function, impacting drivability. 6-5-19 Operation placed stop on all units on site for inspection of the steering shaft bolt 6-6-19 Emergency communication was made to Safety committee to explain details - SSC agreed Safety Recall was required. 6-6-19 thru 6-7-19 pre notification phone calls were made to all Dealers that have an affected motorhome in their stock and current owners to advise of the safety risk that required immediate attention. 6-6 thru 6-7 Dealers with affected units were emailed Instructions how to repair and Retail were emailed inspection instructions how to confirm if the bolt was torqued at the factory to the 55ft lbs. 6-7-19 Jayco Compliance Posted Recall pre notification on Dealer Website with Instructions so they could assist retail owners prior to official release of recall.

Description of Remedy :

Description of Remedy Program : Dealer and Retail owners will inspect for a white line running from the bolt head to the nut placed by production after the bolt was torqued to 55ft lbs. Retail owners instructed if their inspection does NOT confirm the bolt was torqued correctly, they should not move their motorhome until they can verify the bolt/nut locking feature is engaged (engaged when a least two bolt threads are past the nut) When not engaged, the retail owner must tighten until the locking feature is engaged prior to moving motorhome

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : 6-6-2019 Production inspected and repaired all motorhomes on site and in transportation yards prior to shipping

Recall Schedule :

Description of Recall Schedule : Pre notification phone calls were made to Dealers and Retail owner 6-6 thru 6-7-19 - Instructions provided to Dealers and Retail Documents on file - Upon receipt of Recall posting of official recall Instructions and

letter will be released to any affected units that have not reported the repair completed.

Planned Dealer Notification Date : JUN 28, 2019 - JUN 28, 2019

Planned Owner Notification Date : JUN 28, 2019 - JUN 28, 2019

* NR - Not Reported