



Safety Recall: 19V-846

Date: December 2019

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle «vin»

Dear Valued Customer:

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

Jayco has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2018-2020 Entegra Qwest motorhomes.

***Reason for
this recall***

The hanger supports for the propane tank may fail without warning due to incorrect material and improper welds. Hanger failure could allow the tank to drop under the coach during transit, increasing the risk of an accident and a fire hazard.

To reduce the risk of failure until this recall is complete; do not fill LP tanks beyond 50%.

***Recall
Remedy***

Installation of additional support bracket to reinforce the propane tank hangers.

***What you
need to do***

Please contact an authorized Dealer as soon as possible to schedule an appointment. The Recall Remedy is free of charge and should take approximately thirty minutes to complete.

If you had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service Department at 800-517-9137. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and customer service you may want to contact NHTSA. To submit a written complaint contact 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>. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,
Entegra