



ENTEGRACOACH

A Jayco Company

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JULY 2012

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign # 12V-312

Dear Entegra Coach Dealer:

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

DEFECT INVOLVED

Entegra Coach has decided that a defect, which relates to motor vehicle safety, exists in specific 2011-2013 Anthem and Aspire Class A Motorhomes and 2012-2013 Cornerstone Class A Motorhomes.

The affected units were manufactured between April 19, 2011 and June 22, 2012.

Entegra Coach has determined that certain recreational vehicles built using windshield wiper systems from AM Equipment have the potential for the wiper arm to detach from the vehicle.

The remedy for the affected vehicles will involve replacing the shaft attaching the arm to the wiper linkage and adding a washer that will securely hold the wiper arm on the shaft. If you are unable to perform this repair, please contact Entegra Coach Customer Service at 800-945-4787 for assistance.

DEALER CAMPAIGN RESPONSIBILITY

We strongly suggest that you designate a manager to coordinate the recall to ensure the work is performed and documented properly, and that a warranty claim is submitted to Entegra Coach to verify the performance of the modification. This responsibility should also include accountability for all stock units affected by the recall campaign.

All unsold new vehicles in your possession that are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin **before** owners take possession of these vehicles.

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice. In addition, Entegra Coach encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.

Authorized Entegra Coach dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. Recall campaigns

should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.

OWNER NOTIFICATION

Retail owners of record will be receiving notification of this campaign within two weeks of this dealer notification letter. A copy of the owner notification letter is attached for your review. In addition, make sure the customer signs the claim form that you must submit to Entegra Coach for payment. The customer must sign the claim form as an indication that the recall was performed.

If you have any questions regarding this recall or instructions, please contact us on your dealer service line 800-945-4787.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Joseph J. Resil". The signature is written in black ink and is positioned above the printed name and title.

Joe Resil
Regulatory Compliance Manager