



ENTEGRACOACH
A Jayco Company

903 SOUTH MAIN STREET • P.O. BOX 460 • MIDDLEBURY, IN 46540 • PHONE: 800-945-4787 • WWW.ENTEGRACOACH.COM

August 2013

SERIAL# RECALL#
FIRST LAST_NAME
ADDRESS
CITY, STATE ZIP
COUNTRY

VEHICLE SAFETY DEFECT NOTIFICATION

IMPORTANT

- Certain Entegra Coach Recreational Vehicles are involved in a safety recall.
- Schedule an appointment with your Entegra Coach dealer.
- This service will be performed for you at no charge.

NHTSA Recall Campaign #13V-330

Dear Entegra Coach Owner:

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

Entegra Coach has decided that certain Model year 2013 & 2014 Anthem, Aspire, and Cornerstone Class A Motorhomes manufactured between February 8, 2013 and June 13, 2013 have a defect which relates to motor vehicle safety. The attachment mechanism that holds the windshield wiper arm to the wiper motor shaft could crack due to a bad casting. In addition, during testing, it was determined that the wiper arm could separate from the shaft through usage due to design factors. Both of these conditions could result in the wiper arm separating from the motor shaft. If the wiper arm detached from the vehicle while it is being driven on the highway, a vehicle crash or injury could result.

The remedy for the affected vehicles is to inspect and replace the windshield wiper arms. This repair will be done at no charge to you. The repair will take approximately one hour to complete. If you have had 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 Coach Customer Service at 800-945-4787 for assistance.

If your Entegra Coach dealer is unable to perform the recall within a reasonable time frame, please contact Entegra Coach Customer Service for further instructions. If you choose to take your vehicle to a non-Entegra Coach dealer, they must contact Entegra Coach prior to making the recall repairs for proper authorization and instruction. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the enclosed post card and returning it to us promptly. 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 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 800-945-4787. If after contacting your Entegra Coach dealer and Entegra Coach 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 apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Entegra Coach recreational vehicle.

Sincerely,
Entegra Coach