



ENTEGRACOACH
A Jayco Company

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December 2013

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign # 13V-516

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 Model Year 2010, 2011, 2012, 2013 and 2014 Entegra Coach Anthem & Cornerstone Class A Motorhomes.

The affected units were manufactured between December 16, 2009 and April 30, 2013.

Entegra Coach has determined that on certain recreational vehicles through normal use and travel, the power cables from the exterior freezer may come in contact with the freezer sliding tray rails. Continuous and repeated rubbing of the power cables against the sliding tray rails could expose the interior wires of the power cable. This could result in an electrical short, increasing the risk of a fire causing injury and/or damage to property.

The remedy for this issue is to insert all freezer power cables into split loom (PVC) conduit, and secure the conduit to the coach basement floor using (2) "P" clamps. 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 black ink that reads "Terri Tobias". The signature is written in a cursive, flowing style.

Terri Tobias
Regulatory Compliance Manager