



ENTEGRACOACH

A Jayco Company

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March 2011

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign # 11V-183

Dear Entegra Coach, Inc. 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, Inc. announced recall 10V-418 in September 2010. This recall affected specific Model Year 2010 & 2011 Entegra Anthem Class A Motorhomes, series 42DL, 42RB, and 44SL, and Model Year 2010 & 2011 Entegra Cornerstone Class A Motorhomes, series 45RB, manufactured between June 3, 2009 and August 27, 2010. Entegra Coach has now decided to expand the scope of this recall to include Model Year 2010 & 2011 Entegra Aspire Class A Motorhomes, series 40DRQ, 40SKT, 42DL, 42RB, and 42DLQ, built between May 20, 2009 and September 7, 2010.

Entegra has determined that there may be an improper electrical connection at the buss bar on the affected transfer switches. This improper connection may lead to overheating and melting of the transfer switch. If this condition is not addressed, it may result in a fire, injury or death.

The remedy for the affected motorhomes is to replace the transfer switch. If you are unable to perform this repair, please contact Entegra Customer Service at 1-800-945-4787 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 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 encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.

Authorized Entegra 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 a **recall** claim form that you must submit to Entegra for payment. The customer must sign the **recall** claim form as an indication that the recall was performed. Entegra will not accept recall claims that are not signed by the customer.

If you have any questions regarding this recall or instructions, please contact us on your dealer service line 1-800-945-4787.

Thank you for your assistance.

Sincerely,

Entegra Coach, Inc.

Enclosures