



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 31, 2018

Ms. Terri Tobias
Regulatory Compliance Manager
Entegra Coach
903 South Main Street
P.O. Box 460
Middlebury, IN 46540

NEF-150MR
18V-298

Subject: Windshield Wiper System Failure/FMVSS 104

Dear Ms. Tobias:

This letter serves to acknowledge Entegra Coach's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ENTEGR/EMBLEM/2019
ENTEGR/VISION/2019

Mfr's Report Date: May 4, 2018

NHTSA Campaign Number: 18V-298

Components:

VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Potential Number of Units Affected: 109

Problem Description:

Entegra Coach (Entegra) is recalling certain 2019 Vision and Emblem motorhomes. The windshield wiper system motor on these vehicles may fail when being operated in heavy snow or ice situations, thereby reducing driver visibility. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 104, "Windshield Wiping and Washing Systems."

Consequence:

Failure of the windshield wiper system can decrease the driver's visibility, increasing the risk of a crash.

Remedy:

Entegra will notify owners, and dealers will replace the wiper module with a new relay pack, free of charge. The recall is expected to begin July 3, 2018. Owners may contact Entegra customer service at 1-800-517-9137. Entegra's number for this recall is 9903378.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the windshield wiper module.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement