



October 2018

IMPORTANT SAFETY RECALL

Safety Recall: 18V-688 2018-552
October 2018

This Notice Applies to Your Recreational Vehicle (VIN #)

Dear Valued Customer:

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

Jayco has decided that a defect, which relates to motor vehicle safety exits in certain 2019 Entegra Anthem, Aspire, Insignia and Cornerstone Class A motorhomes.

Reason for this recall

The latch on specific entrance doors may open without warning while motorhome is in transit. If this were to happen, an increased risk of a crash with personal injury and/or property damage is possible.

Recall Remedy

An Entegra dealer will adjust the door latch mechanism at no charge. The recall remedy is free of charge and will take approximately twenty minutes to complete.

What we need you to do

Please inspect the entrance door of your motorhome to obtain the door serial number. Compare this serial number to the serial numbers listed on the Recall Instruction sheet provided.

When the door serial number is listed as affected – Please complete and return the Reply Form and set an appointment as soon as possible with an Entegra dealer for the Recall Remedy.

NOTE: Please use extra caution when traveling until the Recall Remedy is performed.

When the door serial number is NOT listed as affected - Please complete and return the Reply Form so we can update our records.

If you had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If 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 Customer Service Department at 800-283-8267. If after contacting your dealer and 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>. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,
Entegra Coach

