

# Part 573 Safety Recall Report

# 19V-626

**Manufacturer Name :** Entegra Coach**Submission Date :** AUG 27, 2019**NHTSA Recall No. :** 19V-626**Manufacturer Recall No. :** 9901434**Manufacturer Information :**

Manufacturer Name : Entegra Coach

Address : 903 South Main Street

P.O. Box 460 Middlebury IN 46540

Company phone : 1-800-945-4787

**Population :**

Number of potentially involved : 101

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 Entegra Class A motorhome Insignia, Anthem, Aspire, Cornerstone, Reatta, Reatta XL

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Production records of all units on line during same time frame the unit reporting incident of loose bolt on steering shaft bolt. Serial Number list of affected product uploaded..

Production Dates : SEP 21, 2018 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The upper and lower steering shaft bolts may not be torqued per specification at 45 ft. lbs.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Steering shaft bolt could fall out of steering column if not torqued per specification and the steering column shaft could come loose and driver could lose control of steering, increasing risk of a crash

Description of the Cause : Normal line worker responsible to torque the upper and lower bolts was absent for a specific time frame. Multiple line workers covered his station during his absence.

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

7-31-19 Consumer contacted Service Group to report finding the nut from the upper steering shaft bolt on the floor in the cab of a 2019 Cornerstone Class A motorhome. The steering bolt was loose, but did not come out of the steering column shaft. Production was contacted immediately to investigate the incident. 8-6-19 Production reported all on site units were inspected to confirm the correct torque speciation on the upper and lower bolts of the stirring shaft. None of the current production noted a loose bolt/s - all were marked with the white line across each bolt that production places after bolts are torqued to 45ft lbs. Further investigation noted that the unit reporting the incident, was manufactured during the same time frame the specific line worker was on FMLA and multiple line workers were filling in at his station. 8-22-19 All Details of this incident were submitted to Safety Committee who decided that out of an abundance of concern for our Customer's safety a recall is in order to inspect for the correct torque specification on the upper and lower steering bolts on all units produced in the specific time frame.

## Description of Remedy :

Description of Remedy Program : Inspect the upper and lower steering shaft bolt for the evidence of torque mark(a white line across the bolt) In absence of the white line, each bolt must be torqued to 45ft lbs. and then marked with a white line

How Remedy Component Differs from Recalled Component : Bolts torqued at 45ft lbs. will show white line across the bolt - bolts not torqued at 45ft lbs. will not show white line.

Identify How/When Recall Condition was Corrected in Production : All current production on site was inspected and ALL had evidence ( white line across bolt) that upper and lower bolts were torqued at 45 ft. lbs.

## Recall Schedule :

Description of Recall Schedule : Entegra is currently conducting a prenotification phone campaign for inspection of all affected units. Phone calls to current owner on record ( Dealer / Retail) to advise of the safety risk with Inspection instruction and a reply form to report findings.

Planned Dealer Notification Date : SEP 13, 2019 - SEP 13, 2019

Planned Owner Notification Date : SEP 13, 2019 - SEP 13, 2019

\* NR - Not Reported