



ENTEGR A
COACH®

903 South Main Street | P.O. Box 460 | Middlebury, IN 46540 | 800-945-4787 | www.entegracoach.com

April 2017

IMPORTANT SAFETY RECALL

**This Notice Applies To Your Recreational Vehicle 4VZBU1D98FC079774
NHTSA Recall Campaign # 17V-187**

GERALD FERGUSON
2365 SW CEDAR HILLS BLVD
PORTLAND OR 97225

Dear Valued Customer:

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

Entegra has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2012 – 2017 Anthem, Aspire and Cornerstone Class A motor homes. The affected motorhomes are manufactured on a Spartan chassis, equipped with an independent front suspension supplied by Reyco Granning.

Reyco Granning has indicated that the ball joints may be loose, and if not detected, they may eventually separate from their mating part. The result could be partial loss of steering control which could increase the risk of a crash.

The Recall remedy is for a qualified **Spartan Service Center** to remove, clean, apply thread lock, reinstall and torque the ball joints appropriately. The recall remedy will be performed at no charge. If you paid to have this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information or if you are unable to have this repair performed, please contact Entegra Customer Service at 800-517-9137 for assistance.

Please call Spartan Chassis at 1-800-543-4277 opt 0 to locate a qualified service center near you. If a Spartan Service Center is unable to perform the recall within a reasonable time frame, please contact Entegra Customer Service at 800-517-9137 for further instructions. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

If, however, you take your recreational vehicle to a Spartan Service Center on the agreed service date and they do not remedy this condition on that date or within three (3) days, please contact our Customer Service Department at 800-517-9137. If after contacting a Spartan Service Center and Entegra 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>.

We certainly regret this inconvenience; however your safety and continued satisfaction are important to us.

Sincerely,
Entegra Coach