



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

08V-567
(11 Pages)

To: Mrs. Pat Wallace
Office of Defects Investigation

From: Wes Chestnut
Sr. Compliance Analyst

Date: October 27, 2008

Re: Notice of Safety Recall

Dear Mrs. Wallace,

This letter, along with the following documents, is being submitted to you in accordance with 49CFR573. Spartan Chassis, Inc. has determined a defect that may impact vehicle safety could exist with hitches installed on Spartan Chassis, Inc. motor home product.

If you have any questions concerning this matter, please contact me directly.

Best Regards,

Wes Chestnut
Senior Compliance Analyst
Office: 517.543.6400 ext. 3275
Cell: 517.231.0712
Fax: 517.543.7729
Email: wdchestn@spartanmotors.com

RECEIVED
2008 OCTOBER 28 - 9:00 AM
OFFICE OF RECALL
MANAGEMENT DIVISION



Spartan Chassis, Inc.

1000 Reynolds Road - Charlotte, MI - 48813

573 DEFECT & NONCOMPLIANCE REPORT

Description:	Hitch Fractures		
Internal Code:	08023	Date of Report:	10/27/2008

Submitted to: Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

Attn: Mrs. Pat Wallace, Office of Defects Investigation
Fax: (202) 366-7882

Manufacturer Identification: Spartan Chassis, Inc.
1000 Reynolds Road
Charlotte, MI 48813

Telephone: (517) 543-6400

Corporate contacts for recall information:

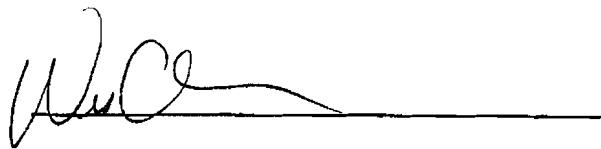
Customer Notification / Customer Service:

Wayne Ridge
Product Improvement Administrator
Customer Service Operations
(517) 543-6400, ext. 3445
Fax: (517) 543-7764

Report prepared by:

Wes Chestnut
Senior Compliance Analyst
Product Assurance
(517) 543-6400, ext. 3275
Fax: (517) 543-7729

Preparer's Signature:



PART 573 Defect and Noncompliance Report

I. IDENTIFY THE VEHICLE MODELS INVOLVED IN THE RECALL

2. Identify the Vehicles Involved in the Recall:

Make:	Spartan Chassis, Inc		
Model:	K2, MG and MM		
Model Years Involved:	2005, 2006, 2007, 2008 and 2009		
Vehicle Type:	Motorhome		
Weight Range:	From GVWR: 32,000	To GVWR:	46,600
Weight Class:	From Class: 7	To Class:	8
Beginning VDM:	6/22/2004	Ending VDM:	7/30/2008
% Potentially Involved:	100%		

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:
 Certain motorhome chassis built with suspect hitches.

II. IDENTIFY THE RECALL POPULATION

3. Furnish the total number of vehicles recalled potentially containing the defect or non-compliance

MODEL	MODEL YEAR	No. POTENTIALLY INVOLVED
K2	2005	26
K2	2006	61
MG	2006	95
K2	2007	86
MG	2007	1080
MM	2007	1
K2	2008	70
MG	2008	799
MM	2008	224
K2	2009	1
MG	2009	136
MM	2009	36
UNK	UNK	6
TOTAL:		2621

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance.

Approximate Defect Percentage: 100%

Identify and describe how the recall population was determined--In particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The recall population was determined by using the Spartan part number of the hitch and querying bills of material to identify those models built with suspect hitches. Basis for the beginning date was the point of first use of the suspect hitches. Final dates have been established by implementing a design change to the suspect hitches and subsequent use in the assembly process.

III. DESCRIBE THE DEFECT OR NONCOMPLIANCE

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Certain portions of the hitch may fracture. The suspect hitches are mounted to the chassis frame at the rear of the motorhome.

Describe the cause(s) of the defect or noncompliance condition.

Limitation in design and/or process control lead to sharp radii and/or tool marks formed on the raised receiver style hitches. Sharp radii and/or tool marks cause concentraion of stress in the bend area.

Describe the consequence(s) of the defect or noncompliance condition.

Suspect hitches may develop fractures and subsequent separation may occur, resulting in a vehicle crash, property damage or pedestrian harm.

Identify any warning which can (a) precede or (b) occur.

There are no early warning indicators to the driver. However, if attention is brought to the suspect hitch a crack may be identified.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address:

Generic Component Name:	Hitch
Supplier Part Number:	81146, 81134 and 81165
Spartan Part Number:	2535-CC4-001, 2842-CC4-001, 2848-CC4-001, 2946-CC4-001, 2946-CC4-001, 2542-CC4-001 and 2770-CC4-001
Supplier Corporate Name:	Putnam Hitch
Address:	Putnam Hitch Products, Inc. 211 Industrial Ave. Bronson, MI 49028
CEO or Knowledgeable Rep:	Rex Putnam

IV. PROVIDE THE CHRONOLOGY IN DETERMINING THE DEFECT/NONCOMPLIANCE

If the recall is for a defect, complete item 6, otherwise item 7

6. If defect, furnish a chronological summary with dates of all the principle events that were the basis for the determination of the defect. Include number of reports, accidents, injuries, fatalities, and warranty claims.

SO 55693 - 03MAY07 - Reported hitch sustained significant cracking
SO 58114 - 21SEP07 - Reported hitch sustained significant cracking
SO 58068 - 06NOV07 - Reported hitch sustained significant cracking
SO 59958 - 15MAY08 - Reported hitch sustained significant cracking
SO 60192 - 15MAY08 - Reported hitch sustained significant cracking
SO 66816 - 09JUN08 - Reported hitch sustained significant cracking
SO 56487 - 10JUN08 - Reported hitch sustained significant cracking
SO 65449 - 10JUN08 - Reported hitch sustained significant cracking
SO 64620 - 02JUL08 - Reported hitch sustained significant cracking
SO 66816 - 26AUG08 - Reported hitch sustained significant cracking

7. If noncompliance, identify and provide the test results or other data in chronological order with dates on which the noncompliance was determined.

N/A

V. IDENTIFY THE REMEDY

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Hitch side plates have been redesigned to eliminate the stress concentration in the bend. Cross tube has been placed below the receiver rather than in-line. The original product exhibited stress concentration at the radii of the side plate bend. This redesign eliminates the bend relief notch in the side plate, adding additional material to the section below the mounting rails. By implementing these changes, stress concentration has been eliminated.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Receiver is above the cross tube on the new hitch versus in-line with the tube on the old hitch.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The recall condition was corrected in production on or before July 30, 2008. The production remedy was to incorporate higher strength material, increased bend radius, increased leg length and increased size of reinforcement plate.

VI. IDENTIFY THE RECALL SCHEDULE

Furnish a schedule or agenda, with specific dates, for notification to other manufacturers, dealers/retailers, and purchasers. Please identify any foreseeable problems with implementing this recall.

11/21/2008 - Begin mailings customer notifications alerting dealers, retailers and other manufacturers.

VII. FURNISH RECALL COMMUNICATIONS

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification.

DOCUMENT DESCRIPTION	DATE AND MANNER SUBMITTED
Notification letter to other manufacturers	21-Nov-08
Draft Notification letter to purchasers	21-Nov-08
Press release (if applicable)	N/A
Recall Service Bulletin (RSB)	21-Nov-08
Notification Envelope	Pre-approved

All documents to be faxed to 202-366-7882, then mailed.

The manufacturer's campaign identification number if not identical to the number assigned by NHTSA.

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SPARTAN CHASSIS, INC.

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NHTSA # 06V-XXX

October, 2008

RECALL SERVICE BULLETIN

- SUBJECT:** Hitch
- APPLIES TO:** Certain Spartan MM, MG & K2 Motorhome Chassis equipped with a Putnam Trailer Hitch and having a VDM (Vehicle Date of Manufacture) of June 22, 2004 through July 30, 2008.
- CONDITION:** End plates on trailer hitches are fracturing at the 90 degree bend of the mounting flange.
- CAUSE:** Radii too sharp causing high amount of stress in the bend area.
- CORRECTION:** Replace trailer hitch

PLEASE READ THE ENTIRE BULLETIN BEFORE PROCEEDING WITH ANY WORK AND CONTACT SPARTAN CHASSIS INC. IF THERE ARE ANY CONCERNS WITH THE PROCEDURES CONTAINED IN THIS DOCUMENT

PART / SERVICE INFORMATION:

Labor Time: 1.0 hrs.

<u>QTY.</u>	<u>Part Number</u>	<u>Description</u>
1	S-2022-001	Kit – Trailer Hitch
1	S-2022-002	Kit – Trailer Hitch
1	S-2022-003	Kit – Trailer Hitch
1	S-2022-004	Kit – Trailer Hitch
1	S-2022-005	Kit – Trailer Hitch
1	S-2022-006	Kit – Trailer Hitch
1	S-2022-007	Kit – Trailer Hitch

STEP-BY-STEP INSTRUCTIONS:

1. Observe all applicable industry safety standards and secure vehicle to allow for installation of a new trailer hitch.

Technical Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of product specific nature in conjunction with industry standards. Professional Technicians are appropriately trained on industry standards and have the tools and equipment to perform procedures safely and properly.

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RSB08-390-001



SPARTAN CHASSIS, INC.

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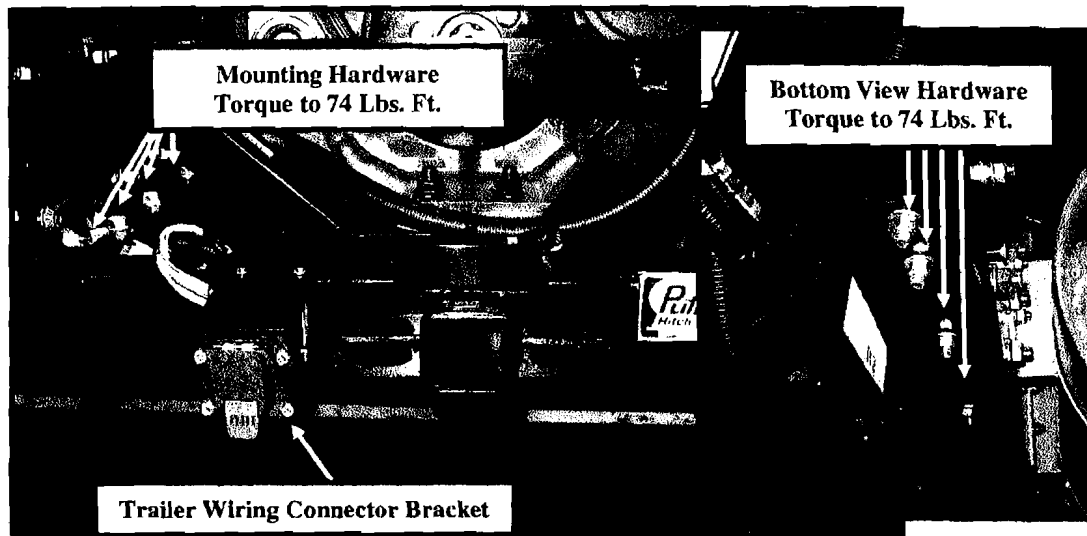
DRAFT

NHTSA # 06V-XXX

October, 2008

RECALL SERVICE BULLETIN

2. Refer to FIG. 2-1. If trailer hitch is equipped with a trailer wiring connector mounting bracket, make note of its location and remove bracket from hitch. Retain bracket and hardware for reuse.
3. Remove trailer hitch from vehicle and discard mounting hardware. Cut trailer hitch in two and properly discard trailer hitch.
4. Refer to FIG. 2-1. Install new trailer hitch using new mounting hardware. Torque nuts to 74 lbs. ft.
5. Refer to FIG. 2-1. If a trailer wiring connector mounting bracket was removed from the original hitch locate the connector mounting bracket on the new trailer hitch in the same location as it was on the original hitch and secure as needed.



TRAILER HITCH MOUNTING
FIG. 2-1

6. If any power source was disconnected reconnect power source.

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RSB08-390-001



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

Date: November 21, 2008

Notice of Recall Service Bulletin: NHTSA # 08V-XXX

Dear Valued Customer,

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

Please note: The Vehicle Identification Number that is affected by this recall is on the address label on the front of the envelope that contained this letter.

Spartan Chassis Inc. has decided that a defect which relates to motor vehicle safety exists in certain Spartan Chassis, Inc. motor homes having a VDM (Vehicle Date of Manufacture) of June 22, 2004 through July 30, 2008.

Defect or Noncompliance:

Certain trailer hitches may fracture which may result in the loss of the trailer which could lead to a vehicle crash, property damage or pedestrian harm.

Corrective Action:

Your authorized service center will replace the trailer hitch, per recall safety bulletin # 08V-XXX.

Labor Time:

The labor time required is 1 hr. Due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call an authorized service center without delay. **You do not need to call Spartan Chassis, Inc.** to find the facility most convenient to you. These facilities can be located on Spartan's website: <http://www.spartanchassis.com>. Please call immediately to have this repair completed. If you need assistance finding a facility in your area, call 800-543-4277 (Option 1).

Leased Vehicles:

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

Reimbursement:

If you had 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 contact Spartan Chassis, Inc. at 800-543-4277 - Option 1.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan Chassis at 800-543-4277 - Option 1. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, D.C. 20590 or call the Auto Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan Chassis, Inc. vehicle is of the utmost concern to us.

Best Regards,

Wayne Ridge
Product Improvement Administrator
Spartan Chassis, Inc.



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

November 21, 2008

NHTSA Recall No. 08V-XXX

Dear Service Manager:

Spartan Chassis, Inc. is recalling certain motor home model chassis manufactured between June 22, 2004 and July 30, 2008, equipped with Putnam Trailer Hitches .

Reason: *Certain trailer hitches may crack which may cause the trailer to disconnect resulting in a vehicle crash, property damage, or pedestrian harm.*

We will contact all owners of these units that are affected by this recall. They will be provided with the means to access the list of Spartan Authorized Service Centers, including your facility via spartanchassis.com.

Please find attached the Instructions to perform this recall.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Service Bulletin, schedule the work at your mutual convenience.
2. Call in advance to order parts at 800-393-8861 (Option 3). Record the vehicle identification number (VIN) along with the mileage on a copy you make of the enclosed "**Parts & Authorization Request**" form. Please fax this information to 517-543-9264 (Attn: Annette).
3. When the customer arrives for the appointment, ask him/her for his recall letter. You can use this to verify the chassis VIN.
4. It will be helpful to verify the "users" current address and phone number.

COMPLETING THE WORK:

1. **You do not need a work authorization number from Spartan Chassis, Inc. to complete this work.** You should have been given one when ordering the parts.
2. Do the work following the instructions on the Recall Service Bulletin (RSB08-390-001).

DOCUMENTING THE WORK:

1. Reference to the identified recall number **08V-XXX** and the completed work on the submitted invoice will satisfy our need for documentation of this recall. **We also need confirmation that the old part was destroyed.** This can be documented on the invoice you submit for reimbursement.
2. **You will be reimbursed for 1 hour labor to install the kit.**

If there are contributing factors that cause the recall procedure to take longer than the allotted time, please report that information on your shop repair order, including details of the circumstances that



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resulted in additional time. Enter Recall # **08V-XXX** as the work authorization number. The time for these repairs will be considered for reimbursement on a case by case basis.

3. Documents submitted for reimbursement for this recall should not be combined with any other documents being sent to Spartan Chassis, Inc.

HANDLING A "USER" WITH NO CONFIRMATION LETTER:

1. If you are contacted by a "user" who has not received a recall letter, you should verify that they have an affected chassis by contacting Annette Wibert at Spartan Chassis, Inc. (800-393-8861 – Option 3) for verification.
2. Record the vehicle VIN along with the mileage on a copy you make of the enclosed "**Parts & Authorization Request**" form. Please fax this information, when necessary, to (517) 543-9264.
3. Complete the work as instructed.
4. Document the work and submit the claim as instructed under the Documenting the Work section above.

PARTS SUPPLY & DISPOSITION:

1. The shipment of parts will be identified with the recall number. If you need additional parts, please order them by calling Spartan Motors Customer Service at (800) 393-8861 (Option 6).

SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Chassis, Inc. Customer Service Department at (800) 393-8861 (Option 2).
2. If you have questions regarding warranty claims, call Wayne Ridge at 517-543-6400 ext.3445.