



SPECIALTY VEHICLES

1541 Reynolds Rd. Charlotte, MI 48813 | P: 517.543.6400
SPARTANCHASSIS.COM

October 11, 2016

IMPORTANT SAFETY RECALL – 16V-676

This notice applies to the vehicle identification number below.

4VZVU1E90HC082117

Haid, Herbert
2 Barrington Hills Dr
Pittsford NY 14534

Dear Valued Customer,

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

Spartan Motors USA, Inc. has decided that a defect which relates to motor vehicle safety exists in certain model year 2017, K3 model motorhome chassis manufactured between March 22, 2016 and July 28, 2016 and equipped with a power steering pump supplied by TRW.

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.

What is the defect?

The power steering pump may have an undersized bore in the spool housing. This may cause the spool to stick resulting in reduced power steering fluid flow which may result in an intermittent loss of power steering. This could happen without warning.

An intermittent loss of power steering could increase the risk of a crash.

Corrective Action:

The power steering pump will be replaced at no charge.

Labor Time:

Removal and replacement of the power steering pump may take up to 3 hours. However, due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Spartan at 1-800-543-4277 opt 0 to locate a qualified service center near you. Steps will be taken to ensure the recall is performed at the nearest service center.

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 at 1-800-543-4277.

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 at 1-800-543-4277. 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 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge.

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

Sincerely,

Spartan Motors USA, Inc.