



SPECIALTY VEHICLES

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

SPARTANMOTORS.COM

July 12, 2017

IMPORTANT SAFETY RECALL – 17V-403

This notice applies to the vehicle identification number below.

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 2018 K3 and K4 model motor home chassis manufactured between November 11, 2016 and April 10, 2017 and equipped with a Cummins ISX 15 engine.

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 drive gear on the fuel pump may spin loose on the drive shaft, resulting in loss of pumping function. If this occurs, the engine may stall without warning and cannot be restarted.

An unexpected engine stall without the ability to restart may increase the risk of a crash.

Corrective Action:

The fuel pump will be replaced at no charge to you.

Labor Time:

Removal and reinstallation of the fuel pump may take up to 3.5 hours. However, due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Contact the nearest Cummins Distributor or Cummins-authorized Warranty Dealer to arrange to have this campaign performed on your engine. The distributor or dealer will work with you to schedule the best date to complete this repair.

If you have questions or concerns about this recall, please contact your local Cummins Distributor. You may also contact the Cummins Customer Assistance Center at 1-800-CUMMINS (1-800-286-6467) or Spartan Motors USA, Inc. at 800-543-4277 opt 0.

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 opt 0.

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.