



**RV CHASSIS**  
A Shyft Group Brand

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[SPARTANRVCHASSIS.COM](http://SPARTANRVCHASSIS.COM)

September 15, 2021



## **IMPORTANT SAFETY RECALL – 21V-589**

**This notice applies to the vehicle identification number in the label below.**

**[4VZAU1D9**

Dear Valued Customer,

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

The Shyft Group, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2018, 2019, 2020, 2021 and 2022 model year K1, K2, K3 and K4 model Spartan RV Chassis equipped with an instrument cluster supplied by Valid Manufacturing.

### **What is the Defect?**

Under certain conditions, the instrument cluster may intermittently go blank for a brief period of time while the vehicle is in motion.

### **What is the Safety Risk?**

Without the instrument cluster displaying important information such as the vehicle's speed, there may be an increased risk of a crash.

### **What is the Warning?**

Gauge data or indicators may appear to be delayed or slow to update prior to the instrument cluster going blank.

### **What is the Remedy?**

The instrument cluster control module will be reprogrammed to allow operation at a higher temperature setting and the dash HVAC duct work will be secured to the louver(s). This repair

is expected to take approximately 1 hour. However, due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

**Call Spartan RV Chassis at 1-800-543-4277 to locate a qualified service center near you.** Steps will be taken to ensure the work 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 RV Chassis 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 RV Chassis 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 RV Chassis