



**RV CHASSIS**  
A Shyft Group Brand

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

November 23, 2021



## **IMPORTANT SAFETY RECALL – 21V-752**

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

 **MC089091**

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 2020, 2021 and 2022 model year K3 and K4 model Spartan RV Chassis equipped with a power steering pump supplied by ZF Active Safety and Electronics.

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

A machining defect within the power steering pump may cause pressure to build in the pump and the shaft seal to blow, which would result in a loss of power steering assist.

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

A loss of power steering assist could increase the risk of a crash.

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

A loss of power steering assist could occur without warning.

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

The power steering pump will be replaced at no charge. Replacing the power steering pump make take up to 3 hours. However, due to scheduling times the service provider may need your vehicle for longer.

## **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