



Safety Recall: 23V-224 April 2023
Spartan/Shyft Group Recall: 23V-062

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle «VIN»

«NAME»
«ADDRESS»
«CITY», «ST» «ZIP»

Dear Valued Customer:

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

Spartan RV Chassis, a brand of Shyft Group, Inc. and the Jayco motorized division have decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2024 Entegra Coach Anthem, Aspire, Cornerstone, Embark, Reatta, Reatta XL Class A motorhomes. The affected vehicles are built on certain model year 2022, 2023, and 2024; K1, K2, K3, and K4 model Spartan RV chassis equipped with a vehicle control module (ICM) supplied by Ametek.

Reason for this recall

The vehicle control module is subject to a software error. The software error could result in inadvertent loss of motive power and other key safety functions such as loss of headlamps or windshield wipers. This could increase the risk of a crash and could occur without warning.

Recall Remedy

The vehicle control module will be reprogrammed with corrected software and will be done at no charge to you. Reprogramming of the control module is not expected to take more than a half hour although the service provider may need your vehicle for longer depending on their scheduling times.

What we need you to do

Call Spartan RV Chassis at 855.589.9836 option 0 to locate a qualified service center near you for the inspection. Steps will be taken to ensure the work is performed at the nearest service center.

A vehicle lessor receiving this notice must notify the lessee by first class mail within ten (10) days from receipt of this owner notification letter.

If you had this repair completed prior to receipt of this recall notice, 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 800-543-4277.

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 or Entegra Coach Customer Service at 800-283-8267. 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 certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,

Compliance Management
Jayco Inc. Motorized Division