



RV CHASSIS
A Shyft Group Brand

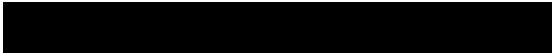
1000 Reynolds Road, Charlotte, MI 48813 | P:517.543.6400
SPARTANRVCHASSIS.COM

March 21, 2024

IMPORTANT SAFETY RECALL
NHTSA Recall No. 24V-052



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.

The Shyft Group, Inc. has decided that a defect which relates to motor vehicle safety, could exist in certain 2023-2025 Spartan RV Chassis K2, K3, and K4 vehicles. These vehicles are equipped with an Independent Front Suspension (IFS) supplied by Meritor, Inc. and steering gear supplied by RH Sheppard.

What is the Defect?

The steering gear may contain foreign material internally, inhibiting pressure build-up within the system when turning to the right, resulting in a loss of power steering assist.

What is the Safety Risk?

A loss of power steering assist, could significantly increase the effort needed to steer the vehicle, increasing the risk of property damage or a crash.

What is the Warning?

The loss of power steering assist could occur suddenly and without warning.

What is the Remedy?

The affected steering gear will be removed and replaced with a steering gear that is not subject to having foreign material present in the system. This will be done at no charge to you. The removal and replacement of the steering gear is expected to take approximately 10 hours although the service provider may need your vehicle for longer depending on their scheduling times.

What You Should Do:

Call Spartan RV Chassis at 855.589.9836 option 0 to locate a qualified service center near you and to schedule your repair. 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:

As these chassis are within their warranty period, a separate reimbursement plan is not required.

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