



Safety Recall: 24V-161	April 2024
Spartan/Shyft Group Recall: 24V-052	

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 2023-2025 Entegra Coach Anthem and Cornerstone Class A motorhomes. The affected vehicles are built on 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.

Reason for this recall 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. 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.

Recall 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 we need you to 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.

If you do not own the vehicle that corresponds to the identification number, which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. 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 or Jayco Motorized Customer Service at 800-283-8267.

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