



Highland
RIDGE RV

STARCRAFT

Chassis Advisory Notice – Spartan Steering Gear Fasteners AND Shock Bracket Mounting Bolts

Jayco - Body Builder		Spartan– Chassis Builder	
Bulletin Type:	<u>Chassis Advisory Notice</u>	Chassis Bulletin:	Safety Recall Service Bulletin
Jayco CAN #:	21-003	Chassis SA #:	RCL 21V-041 Service Campaign 21-02
Publication Date:	3/08/2021	Publication Date:	March 4, 2021
Make:	Entegra Class C Motorhome	Chassis Model:	K2, K3 model Spartan RV chassis equipped with Independent Front Suspensions supplied by Reyco Granning, LLC.
Model(s):	Aspire Anthem Cornerstone	Chassis Model Yrs.:	2020 and 2021
Model Year:	2021	Component/Area:	Steering gear mounting fasteners and lower shock bracket mounting bolts.

Chassis Incident:	The steering gear mounting fasteners may come loose and fall out or interfere with other steering components.
Affected Chassis:	K2, K3 model Spartan RV chassis equipped with Independent Front Suspensions supplied by Reyco Granning, LLC
Spartan Contact:	SPARTANRVCHASSIS.COM



Highland
RIDGE RV

STARCRAFT



RV CHASSIS

A Shyft Group Brand

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

March 4, 2021

Notice of Proactive Non-Safety Related Campaign 21-02

Dear Valued Customer:

Spartan RV Chassis has identified a condition on the chassis identified by the Vehicle Identification Number above, where the lower shock bracket mounting bolts may break on certain 2020 and 2021 Model Year, K2, K3, and K4 model motor home chassis built between 12/12/2019 and 12/3/2020 and equipped with an Independent Front Suspension supplied by Reyco Granning, LLC.

Spartan RV Chassis will offer to have the bolts replaced and retightened on the affected vehicles at no charge until 2/2026.

The labor time for this proactive repair is approximately 1 hour. However, due to scheduling the service provider may need your vehicle for a longer period.

Your satisfaction with the Spartan RV Chassis is important to us. Therefore, we are initiating this contact with you so that you will, at your earliest opportunity take your vehicle in to have this proactive campaign completed at no charge to you.

What should you do?

Contact at **855.589.9836** [Spartan RV Chassis](http://SpartanRVChassis.com) to locate an authorized service center near you.

Although **this is not a safety recall**, Spartan RV Chassis is committed to serving you with your best interests in mind.



Highland
RIDGE RV

STARCRAFT



RV CHASSIS
A Shyft Group Brand

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

February 2021

IMPORTANT SAFETY RECALL – 21V-041

This notice applies to the vehicle identification number in the label 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 exists in certain 2020 and 2021 model year K2, K3 and K4 model Spartan RV chassis equipped with Independent Front Suspensions supplied by Reyco Granning, LLC.

What is the Defect?

The steering gear mounting fasteners may come loose and fall out or interfere with other steering components.

What is the Safety Risk?

If the steering gear mounting fasteners interfere with other steering components, such as a pitman arm, it may cause difficulty in steering or pin the steering wheel to one direction which could increase the risk of a crash.

What is the Warning?

While an increase in steering effort to hold the vehicle straight may be noticed, the steering gear mounting fasteners may loosen without warning.

What is the Remedy?

The steering gear mounting fasteners will be removed and replaced. New fasteners will be installed using loctite and a washer then tightened to specification. **This will be done at no charge.**

Labor Time:

Replacement of the steering gear mounting fasteners may take up to one (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 1-855-589-9836 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 1-855-589-9836.

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 1-855-589-9836. 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