



IMPORTANT SAFETY RECALL

Safety Recall: 21V-769
October 2021
Spartan/Shyft Group Recall: 21V-589

This Notice Applies to Your Recreational Vehicle

«NAME»
«ADDRESS»
«CITY», «ST» «ZIP»

Dear Valued Dealer:

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

Jayco and Spartan RV Chassis, a brand of The Shyft Group, Inc. have decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2019-2021 Anthem, Aspire, Cornerstone, Reatta and Reatta XL Class A motorhomes. The affected vehicles are built on 2018-2022 Model Year K1, K2, K3 and K4 model Spartan RV Chassis equipped with an instrument cluster supplied by Valid Manufacturing.

***Reason
for this
recall***

Under certain conditions, the instrument cluster may intermittently go blank for a brief period of time while the vehicle is in motion. Gauge data or indicators may appear to be delayed or slow to update prior to the instrument cluster going blank. The temperature in the area where the control module is mounted may exceed the programmed temperature setting of the control module due to closely routed defrost and defog duct work not being fully attached to the louvers. A blank instrument cluster may be missing critical information, increasing the risk of a crash.

***Recall
Remedy***

The instrument cluster control module will be reprogrammed with a higher temperature setting and the defrost and defog ductwork will be secured to the louver(s). Additionally, the ductwork will be moved as far back as possible from the control module. The remedied component will have a different software version that is visible on the information screen.

***What we
need you
to do***

Our records show the following unit is affected by this recall and is part of the current inventory at your dealership.

«VIN»

Please call Spartan RV Chassis at 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.

Federal law requires that all affected units in your inventory be repaired prior to delivery to a retail owner. If you sold an affected unit recently, please contact the owner immediately to advise the owner of the recall. In addition, please register the unit through Jayco Partners. 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.

Information regarding this recall is available in CASE RECALL LINES in Jayco Partners. If you have any questions, please contact Spartan RV Chassis at 800-543-4277 or Entegra Customer Service at 800-517-9137 for assistance.

We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,

Compliance Management