



## IMPORTANT SAFETY RECALL

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

### 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.

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***

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. The Recall Remedy is free of charge, and is expected to take approximately one hour to complete.

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. 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 your dealer does not remedy this condition at no charge, please contact our Customer Service Department at 800-283-8267. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Jayco customer service, you may want to contact NHTSA. To submit a written complaint contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Sincerely,

Compliance Management