



## IMPORTANT SAFETY RECALL

**Safety Recall: 21V-885**  
**January 2022**  
**Spartan/Shyft Group Recall: 21V-752**

### 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. has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2021 Entegra Coach Cornerstone Class A motorhomes. The affected vehicles are built on 2020-2022 K3 and K4 model Spartan RV Chassis equipped with a power steering pump supplied by ZF Active Safety and Electronics.

***Reason  
for this  
recall***

A machining defect may cause pressure to build in the power steering pump and break the shaft seal, resulting in a loss of power steering assist. A loss of power steering assist increases the risk of a crash.

***Recall  
Remedy***

The power steering pump will be reviewed. If the serial number falls within the serial number range of the affected pumps, it will be replaced at no charge. Reviewing the serial number should only take 1 hour. Replacing the power steering pump may take up to 3 hours. However, due to scheduling times the service provider may need your vehicle for longer.

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

Call Spartan RV Chassis at 1-800-543-4277 to locate a qualified service center near you. Steps will be taken to ensure the work is performed at the nearest service center.

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.

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  
Motorized Division