



## IMPORTANT SAFETY RECALL

**Safety Recall: 21V-886**  
**January 2022**  
**Spartan/Shyft Group Recall: 21V-776**

### 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 2020 - 2022 Entegra Coach Anthem, Embark, Reatta, Reatta XL Class A motorhomes. The affected vehicles are built on certain 2020, 2021 and 2022 model year K1 and K2 model Spartan RV Chassis.

***Reason for this recall***

Certain rear suspension mounting fasteners that attach the rear drive axle to the rear suspension may not have been tightened to their proper value. As a result, the fasteners could break or be loose enough to allow the rear drive axle to shift. A shift in the rear drive axle could increase the risk of a crash.

***Recall Remedy***

The rear suspension fasteners are checked for damage and if damaged they will be replaced and tightened to the correct torque value. If there is no damage and no torque mark, the fasteners will be tightened to the correct torque value. The inspection of the fasteners should take no more than 0.5 hour. To replace and tighten the fasteners to the correct torque value should take The Shyft Group, Inc. no more than 2 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