



Highland
RIDGE RV

STARCRAFT

Safety Recall: December 2022
Jayco-NHTSA # 22V-891
Spartan/Shyft Group-NHTSA # 22V-785 (22-14)

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle «unit serial »

«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.

Entegra Coach and Spartan RV Chassis, a brand of Shyft Group, Inc., have determined that certain Model Year 2017–2019 Insignia and 2015-2017 Aspire Class A motorhomes fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS No. 121), “Air Brake Systems”. The affected vehicles are built on certain 2015 to 2019 model year K2 and MM model Spartan RV Chassis.

Reason for this recall

The combined volume of air in the air brake system may be insufficient. In increased braking events, there may be inadequate air volume for the service brakes which may lead to other unintended consequences that could increase the risk of a crash. A low air pressure telltale may illuminate, in addition to an audible alarm, in the event air pressure falls below a certain threshold.

Recall Remedy

Spartan RV Chassis will replace one of the air reservoirs with a larger capacity reservoir. The repair is expected to up to 2 hours and will be performed at no charge. Due to scheduling times the service provider may need your vehicle for longer.

What we need you to do

Please contact your closest Spartan service center to schedule an appointment to have the remedy applied. For additional assistance, you may call Spartan RV Chassis Customer Product and Support at 1-800-543-4277.

Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee by first class mail within **ten (10) days** from receipt of this owner notification letter.

If you paid to have 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. Submit an email to service@jayco.com including your name, address, VIN, recall number, and a clear, legible receipt showing the identification of the product that was recalled.

If, you take your recreational vehicle to a Spartan Service Center on the agreed service date and they do not remedy this condition at no charge, please contact our Customer Service Department at 800-517-9137. If after contacting a Spartan Service Center and Entegra Customer Service, you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to 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,
Entegra Coach

