

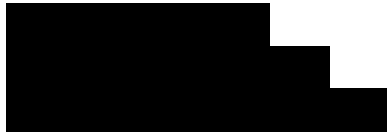


RV CHASSIS
A Shyft Group Brand

1000 Reynolds Road, Charlotte, MI 48813 | P:517.543.6400
SPARTANRVCHASSIS.COM

February 17, 2023

IMPORTANT SAFETY RECALL – 23V-062



This notice applies to the vehicle identification number in the label below.



Dear Valued Customer,

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

The Shyft Group, Inc. has decided that a defect which relates to motor vehicle safety exists in certain model year 2022, 2023, and 2024, K1, K2, K3, and K4 model Spartan RV chassis equipped with a vehicle control module (ICM) supplied by Ametek.

What is the Defect?

The vehicle control module is subject to a software error.

What is the Safety Risk?

The software error could result in inadvertent loss of motive power and other key safety functions such as loss of head lamps or windshield wipers.

What is the Warning?

This could increase the risk of a crash and could occur without warning.

What is the Remedy?

The vehicle control module will be reprogrammed with corrected software and will be done at no charge to you. Reprogramming of the control module is not expected to take more than a half

hour although the service provider may need your vehicle for longer depending on their scheduling times.

What You Should Do:

Call Spartan RV Chassis at 855.589.9836 option 0 to locate a qualified service center near you for the inspection. Steps will be taken to ensure the work is performed at the nearest service center.

Leased Vehicles:

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

Reimbursement:

If you had 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. For more information contact Spartan RV Chassis at 855.589.9836 option 0.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

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. 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 regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,

Spartan RV Chassis