



1541 Reynolds Road Charlotte, MI 48813

SPARTANCHASSIS.COM  
517.543.6400

## NHTSA Recall No. 12V-565

December, 2012

### **IMPORTANT: Safety Notice**

#### **SAFETY – RECALL –**

Dear Dealer or Service Manager:

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

*Spartan Motors Chassis, Inc. has decided a defect or non-compliance which relates to motor vehicle safety exists in certain motorhome chasses assembled by Spartan Motors Chassis, Inc. equipped with an IFS 1660 suspension which has the ABS modulator valve located in a forward position.*

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service center for inspection/repair.

**IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.**

#### **SCHEDULING THE WORK:**

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call 1-800-393-8861 option 4 providing the VIN number (last 5 digits) and mileage of the unit.
3. It would be helpful to verify the current owner name, address and phone number.



COMPLETING THE WORK:

1. Work must be completed in accordance with service bulletin RSB12-250-006.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 12V-565 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the chassis VIN as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected chassis by calling Spartan Chassis 1-800-393-8861 option 4 for verification.
2. Complete the work as instructed in bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Chassis Customer Product Support at 1-800-393-8861 option 4.
2. If you have questions regarding warranty claims, call 1-800-393-8861 option 4.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Spartan Chassis, Inc.