



August 11, 2015

IMPORTANT SAFETY RECALL – 15V-388

This notice applies to the vehicle identification number below.

4VZVU1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

Dear Valued Customer,

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

Spartan Motors Chassis, Inc. has decided that a defect which relates to motor vehicle safety exists in certain motor home chassis equipped with a rear axle stay rod supplied by Reyco Granning.

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.

What is the defect?

Fasteners that attach the stay rod to the rear drive axle may not have been installed with thread locker or tightened in the correct sequence. The fasteners may loosen and the stay rod could disconnect from the rear drive axle allowing the rear axle to move freely in certain directions. This could cause loss of vehicle control which may increase the risk of a crash. The loosening of the fasteners may occur without warning.

Corrective Action:

Fasteners that attach the stay rod to the rear axle will be removed and replaced with thread lock applied. They will be tightened in the correct sequence. This will be done at no charge.

Labor Time:

The remedy may take up to .5 hour(s). Due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Spartan Chassis at 1-800-543-4277 opt 0 to locate a qualified service center near you. Steps will be taken to ensure the recall 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 Chassis at 1-800-543-4277 opt 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 Chassis at 1-800-543-4277 opt 0. 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 Motors, Inc.