



## SPARTAN MOTORS USA, INC.

1541 Reynolds Rd. Charlotte, MI 48813 | P: 517.543.6400

[SPARTANMOTORS.COM](http://SPARTANMOTORS.COM)

September 9, 2015

### **IMPORTANT SAFETY RECALL – 15V-471**

This notice applies to the vehicle identification number below.

4VZVV1E [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 USA, Inc. has decided that a defect which relates to motor vehicle safety exists in certain motor home chassis.

***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?**

The control module for the air suspension may experience a loss of power resulting in the air suspension not being able to achieve ride height. If the ride height of the suspension is less than specified ride height, negative impact to roll steer could occur. This could cause the vehicle to be difficult to control and increase the risk of a crash. This could occur without warning.

#### **Corrective Action:**

An independent electrical circuit that supplies power to the control module will be provided at no charge.

#### **Labor Time:**

The inspection may take up to 0.5 hours. Due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

**Call Spartan Motors USA, Inc. at 1.800.543.4277 opt 0 to locate a qualified service center near you.** Steps will be taken to ensure the inspection 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 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 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.