



## SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

To: Mrs. Pat Wallace  
Office of Defects Investigation

From: Wes Chestnut  
Sr. Compliance Analyst

Date: September 22, 2008

Re: Notice of Safety Recall

**08V-491**  
**(9 pages)**

Dear Mrs. Wallace,

This letter, along with the following documents, is being submitted to you in accordance with 49CFR573. Spartan Chassis, Inc. has been notified by Caterpillar, Inc that a safety defect may pertain to certain engines installed in Spartan Chassis, Inc. fire truck and motorhome product.

If you have any questions concerning this matter, please contact me directly.

Best Regards,

Wes Chestnut  
Senior Compliance Analyst  
Office: 517.543.6400 ext. 3275  
Cell: 517.231.0712  
Fax: 517.543.7729  
Email: [wdchestn@spartanmotors.com](mailto:wdchestn@spartanmotors.com)



**Spartan Chassis, Inc.**

1000 Reynolds Road - Charlotte, MI - 48813

**573 DEFECT & NONCOMPLIANCE REPORT**

<b>Description:</b>	Spartan Chassis with Caterpillar C7 and C9 Engines		
<b>Internal Code:</b>	08021	<b>Date of Report:</b>	9/22/2008

**Submitted to:** Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington, DC 20590

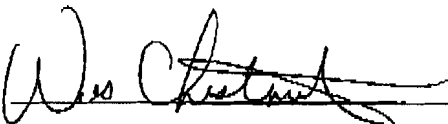
Attn: Mrs. Pat Wallace, Office of Defects Investigation  
Fax: (202) 366-7882

**Manufacturer Identification:** Spartan Chassis, Inc.  
1000 Reynolds Road  
Charlotte, MI 48813

Telephone: (517) 543-6400

**Corporate contacts for recall information:**

<b>Customer Notification / Customer Service:</b>	<b>Report prepared by:</b>
Wayne Ridge Product Improvement Administrator Customer Service Operations (517) 543-6400, ext. 3445 Fax: (517) 543-7764	Wes Chesnut Senior Compliance Analyst Product Assurance (517) 543-6400, ext. 3275 Fax: (517) 543-7729

Preparer's Signature: 

# PART 573 Defect and Noncompliance Report

## I. IDENTIFY THE VEHICLE MODELS INVOLVED IN THE RECALL

### 2. Identify the Vehicles Involved in the Recall:

<b>Make:</b>	Spartan Chassis, Inc.		
<b>Model:</b>	FUR and MM		
<b>Model Years Involved:</b>	2007, 2008 and 2009		
<b>Vehicle Type:</b>	Fire Truck Cab/Chassis and Motorhome		
<b>Weight Range:</b>	From GVWR: 32000 lbs	To GVWR:	45,000 lbs
<b>Weight Class:</b>	From Class: 8	To Class:	8
<b>Beginning VDM:</b>	8/8/2007	<b>Ending VDM:</b>	1/23/2008
<b>% Potentially Involved:</b>	100%		

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

Certain Caterpillar C7 and C9 engines as identified by recall 08E-042 conducted by Caterpillar, Inc.

## II. IDENTIFY THE RECALL POPULATION

### 3. Furnish the total number of vehicles recalled potentially containing the defect or non-compliance

MODEL	MODEL YEAR	No. POTENTIALLY INVOLVED
FUR	2007	1
FUR	2008	4
MM	2008	1
<b>TOTAL:</b>		6

### 4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance.

**Approximate Defect Percentage:**                      100%

**Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:**

The recall population was determined by identifying the Spartan Chassis, Inc. engine part numbers involved through the serial numbers provided by CAT. Spartan Chassis, Inc then queried bills of material containing the engine part numbers and matching unit numbers.

**III. DESCRIBE THE DEFECT OR NONCOMPLIANCE**

**5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.**

According to Caterpillar Inc.'s notice (08E-042), a fuel pump plug may crack, which could cause fuel to spray and leak.

**Describe the cause(s) of the defect or noncompliance condition.**

Refer to filing associated with Caterpillar, Inc. recall 08E-042

**Describe the consequence(s) of the defect or noncompliance condition.**

Fuel in the presence of an ignition source can result in a fire.

**Identify any warning which can (a) precede or (b) occur.**

The driver may become aware of the leak due to a decrease in engine power or, the illumination of the check engine lamp.

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address:**

Generic Component Name:	CR350 (Common Rail High Pressure Pump) used on 6 cylinder C7 (7L) and C9 (9L) turbocharged and air-to-air aftercooled diesel engines of 190-425
Supplier Part Number:	CAT C7 and C9 Truck and Bus Engines
Spartan Part Number:	0675-AA2-001, 0675-AA2-002, 0689-AA2-003, 0689-AA2-004, and R702-AA2-002
Supplier Corporate Name:	Caterpillar, Inc.
Address:	501 SW Jefferson Avenue Peoria, IL 61630-2236
CEO or Knowledgeable Rep:	Thomas Lane

**IV. PROVIDE THE CHRONOLOGY IN DETERMINING THE DEFECT/NONCOMPLIANCE**

*If the recall is for a defect, complete item 6, otherwise item 7*

**6. If defect, furnish a chronological summary with dates of all the principle events that were the basis for the determination of the defect. Include number of reports, accidents, injuries, fatalities, and warranty claims.**

Please refer to line item number 6 on notification submitted to the NHTSA associated with recall number 08E-042.

**7. If noncompliance, identify and provide the test results or other data in chronological order with dates on which the noncompliance was determined.**

Refer to Caterpillar, Inc. filing 08E-042

**V. IDENTIFY THE REMEDY**

**8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.**

Caterpillar, Inc. will inspect and replace the suspect engine components per their bulletin, Media Number REBE4252-00

**Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.**

Fuel pump plugs that have dimples will not need repair or replacement.

**Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.**

Caterpillar, Inc. identified a population of engines to Spartan Chassis, Inc. and is following their procedure for the associated recall.

**VI. IDENTIFY THE RECALL SCHEDULE**

**Furnish a schedule or agenda, with specific dates, for notification to other manufacturers, dealers/retailers, and purchasers. Please identify any foreseeable problems with implementing this recall.**

Notification to purchasers by 9/25/2008

**VII. FURNISH RECALL COMMUNICATIONS**

**9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification.**

<b>DOCUMENT DESCRIPTION</b>	<b>DATE AND MANNER SUBMITTED</b>
Notification letter to other manufacturers	September 2008, email
Draft Notification letter to purchasers	25-Sep-08
Press release (if applicable)	N/A
Recall Service Bulletin (RSB)	N/A
Notification Envelope	Pre-approved

*All documents to be faxed to 202-366-7882, then mailed.*

**The manufacturer's campaign identification number if not identical to the number assigned by NHTSA.**



## SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

September 19, 2008

RE: NHTSA Recall No. 08V-XXX

Dear Service Manager:

Spartan Chassis, Inc. has decided that a defect which relates to motor vehicle safety exists in five (5) Spartan Chassis Firetrucks (VIN #s. 62774, 63169, 64501, 64400, 64401) and one (1) Motorhome (VIN # 63806) having a CAT C7 and C9 engines.

**Reason: The potential exists that the fuel pump plug may crack, causing fuel to leak. This may lead to a possible fire which may result in injury.**

We will contact all owners of these units that are affected by this recall. They will be directed to an authorized CAT dealer. They will also be advised that they **do not** need to call Spartan Chassis, Inc., but they should call the authorized CAT facility that is nearest to them and make an appointment.

*A Caterpillar, Inc. authorized service center will inspect the fuel pump plug and replace components as needed per safety recall #08E-042 and their bulletin REBE4252-0.*

### SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Service Bulletin, schedule the work at your mutual convenience.
2. When the customer arrives for the appointment, ask him/her for his recall letter and envelope. The chassis VIN number is on the address label. You can use this to verify the chassis VIN.
3. It will be helpful to verify the "users" current address and phone number.

### COMPLETING THE WORK:

1. **You do not need a work authorization number from Spartan Chassis, Inc. to complete this work.** Call Spartan customer service if you need technical assistance or to order a parts kit
2. Do the work following the instructions on the Recall Service Bulletin.



## SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

### DOCUMENTING THE WORK:

1. Document your work on your repair invoice. This will satisfy both our need for documentation of the completed recall and our requirement for an invoice to reimburse for the work.
2. **You will be reimbursed for 1 hr for the inspection. If repair is needed, an additional .4 hr will be allowed.**

If there are contributing factors that cause the recall procedure to take longer than the allotted time, please report that information on your shop repair order including details of the circumstances that resulted in additional time.

Enter Recall # **08V-XXX** as the work authorization number. The time for these repairs will be considered for reimbursement on a case by case basis.

3. Documents submitted for Spartan reimbursement for this recall should not be combined with any other documents being sent to Spartan.

### HANDLING A "USER" WITH NO CONFIRMATION LETTER:

1. If you are contacted by a "user" who has not received a recall letter, you should verify that they have an affected chassis and call Arnette Wibert at Spartan Motors (800-393-8861 – Option 3) for verification.
2. Complete the work as instructed.
3. Record the vehicle VIN along with the mileage on the invoice you submit for reimbursement.
4. Document the work and submit the claim as instructed under the Documenting the Work section above.

### PARTS SUPPLY & DISPOSITION:

1. CAT will be supplying parts for this recall.

### SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Chassis, Inc. Customer Service Department at (800) 393-8861 (Option 2).
2. If you have questions about warranty claims call Wayne Ridge at (800) 543-5008 (Option 6) or 517-543-6400 ext.445.



# SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

Re: Notice of Safety Recall

NHTSA # 08V-XXX

Dear Valued Customer,

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

**Please note: The Vehicle Identification Number that is affected by this recall is on the address label that is on the front of the envelope that contained this letter.**

*Spartan Chassis Inc. has decided that a defect which relates to motor vehicle safety exists in five (5) Spartan Chassis Firetrucks (VIN #s 62774, 63169, 64501, 64400, 64401) and one (1) Motorhome (VIN # 63806) having CAT C7 and C9 engines.*

**Defect or Noncompliance:**

The fuel pump plug may crack, causing fuel to leak. This may lead to a possible fire which may result in injury.

**Corrective Action:**

A Caterpillar, Inc. authorized service center will inspect the fuel pump plug and replace necessary components as needed, per safety recall# **08E-042** their bulletin REBE4252-00.

**Labor Time:**

The labor time required for inspection is 1hr. If repair is needed, an additional .4 hr will be allowed. Due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

Call an authorized service center without delay. **You do not need to call Spartan Chassis, Inc.** to find the facility most convenient to you. These facilities can be located on Spartan's website: <http://www.spartanchassis.com>. Please call immediately to have this repair completed.

**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 800-543-5008 - Option 5 for fire trucks and 800-543-4277 (Option 1) for Motorhome.

**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 800-543-4277 - Option 1. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the Auto Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Best Regards,

Wayne Ridge  
Product Improvement Administrator  
Spartan Chassis, Inc.

Should the servicing facility have any billing questions, call Wayne Ridge at 517-543-6400 ext.3445