



June 20, 2008

RE: NHTSA Recall No. 08V-275

Dear Service Manager:

Spartan Chassis, Inc. is recalling select chassis models manufactured having a vehicle date of manufacture (VDM) between May 3, 2007 through July 18, 2007.

Reason: The potential exists that chassis fasteners may fracture causing poor handling of the vehicle, loss of steering and/or reduced level of suspension performance which could result in a crash.

We will contact all owners of these units that are affected by this recall. They will be provided with a list of Spartan Chassis, Inc. Authorized Service Centers, including your facility. They will also be advised that they **do not** need to call Spartan Chassis, Inc., but they should call the facility on the list that is nearest to them and make an appointment.

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.



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 .5 to 1.5 hours labor to inspect and/or repair if necessary. Repair times may vary depending on the inspection report.**

Important: Reimbursement will not occur without the return of the completed inspection report.

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-275** 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 Annette 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. No parts should be needed for this recall. The shipment of any parts, if needed, would be identified with the recall number. If you need additional parts, please order them by calling Spartan Motors Customer Service at (800) 393-8861 (Option 3).

SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Motors' 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 3) or 517-543-6400 ext.445.



SPARTAN CHASSIS, INC.

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