



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

NHTSA Recall No. 09V-352

October 1, 2009

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 determined a defect which relates to motor vehicle safety exists in certain Spartan Chassis fire apparatus cab and chassis models produced with supplemental side restraint system, RollTek™. The impact relates to certain fire apparatus cab and chassis manufactured between 16JAN06 and 10AUG09

We will contact all owners of these units that are affected by this recall. They will be provided with the means to access the list of Spartan Authorized Service Centers, including your facility via spartanchassis.com.

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.

Please find attached the instruction bulletin to perform this recall.

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 800-393-8861 (Option 3) 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.



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COMPLETING THE WORK:

1. **You will be given a work authorization number from Spartan Chassis when ordering parts to complete this work.**
2. Do the work following the instructions on the RSB09-810-001 and/or RSB09-810-004.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number **09V-352** as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained.
2. You will be reimbursed up to 2.5 labor for conducting repairs in accordance with the recall bulletin.

NOTE: If contributing factors are foreseen that may cause the recall procedure to take longer than the allotted time, you **MUST** call Spartan Chassis with justification to obtain additional time **PRIOR** to going beyond labor listed on the bulletin.

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 (800-393-8861 – Option 3) 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.



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SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Chassis Customer Service Department at (800) 393-8861 (Option 2).
2. If you have questions regarding warranty claims, call Wes Redfield at 517-543-6400 ext.3237.

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

Sincerely,

Wes Redfield
Resolution Coordinator
Spartan Chassis, Inc.