



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

RECEIVED  
By Recall Mgt Div. at 10:05 am, Nov 16, 2009

November 13, 2009

**IMPORTANT: Safety Notice**

**SAFETY – RECALL –**

Dear Valued Customer,

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 decided that non-compliance to a Federal Motor Vehicle Safety Standard exists in certain Spartan Chassis ambulance apparatus cab and chassis models produced with Sound Off front turn signals.

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

**Defect or Noncompliance:**

Certain ambulance apparatus cab and chassis manufactured with the aforementioned turn signals do not meet the minimum photometric requirements of FMVSS 108.

**Corrective Action:**

A Spartan Chassis authorized service center will replace the control modules and perform additional rework per RSB09-540-001.

**Labor Time:**

The labor time required to perform said repairs is not more than 1 hour. 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 800-543-5008** with your current mileage. It will then be determined if your unit is part of the recall. If so, steps will be taken to ensure the recall is performed at the nearest authorized service center. You do not need to call Spartan Chassis to find the facility most convenient to you. These facilities can be located on Spartan's website: <http://www.spartanchassis.com>. If you lack access to the internet, call 800-543-4277 (Option 1) for locations.



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### **Leased Vehicles:**

The lesser 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 800-543-4277 - Option 1.

### **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, 1200 New Jersey Avenue SE, 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> if you feel the manufacturer has failed or is unable to remedy the defect or noncompliance without charge

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.

Sincerely,

Wes Redfield  
Resolution Coordinator  
Spartan Motors Chassis, Inc.