



## SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

### NHTSA Recall No. 10V-210

May, 2010

#### **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, Inc. has determined a defect which relates to motor vehicle safety exists in certain fire truck cab/chassis assembled by Spartan Motors Chassis, Inc. equipped with a Ridewell Independent Front Suspension (IFS) Cradle.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service center for inspection/repair. In addition, we will be coordinating all repair efforts with Ridewell.

**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.**

#### 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.



## SPARTAN CHASSIS, INC.

---

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

### COMPLETING THE WORK:

1. Ridewell will responsible for all work associated with this recall..

### DOCUMENTING THE WORK:

1. Please itemize the identified recall number xxx-xxx as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the chassis VIN as a part of this repair when submitting your invoice.

### 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 (800-543-5008 – Option 5) 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.

### SPARTAN ASSISTANCE:

1. If you have **technical questions**, please call Spartan Chassis Customer Service Department at (800) 543-5008 (Option 5).
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.