



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

NHTSA Recall No. TBD

March, 2011

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 decided a defect or non-compliance which relates to motor vehicle safety exists on certain Gladiator and Metrostar cab/chassis assembled by Spartan Motors Chassis, Inc. equipped with Gunitite Automatic Slack Adjusters on the rear axle(s).

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 **800.543.5008 Option 5** 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. Inspect the rear slack adjusters per the attached service bulletin.
2. If the slack adjusters are determined to be in the suspect range, they must be replaced.
3. Contact Spartan Motors Chassis, Inc. at **800.543.5008 Option 5** for replacement parts.

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 1**.
2. If you have questions regarding warranty claims, call **800.543.5008 Option 1**.

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

Sincerely,

Sonia Thorndyke
Spartan Motors Chassis, Inc.