



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

April 12, 2011

IMPORTANT: Safety Notice

SAFETY – RECALL

Dear Final Stage Manufacturer,

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 non-compliance to Federal Motor Vehicle Safety Standards 101 – Controls and Displays, and Federal Motor Vehicle Safety Standards 121 – Air Brake Systems may exist in certain Furion, Gladiator, and Metrostar chassis/cabs assembled by Spartan Motors Chassis, Inc. equipped with tell tale indicators supplied by Pacific Insight Electronics Corporation.

Certain tell tales do not illuminate when they are intended (high beam lamp, turn signals, etc.) or flicker when there is no cause resulting in non-compliance to FMVSS 101 - Controls and Displays. In addition, the ABS lamp may not illuminate when there is the system is affected by a fault resulting in non-compliance to FMVSS 121 - Air Brake Systems.

The tell tale for the high beam may not illuminate when the high beam head lights are activated resulting in a potential distraction to on coming traffic. This could result in a vehicle crash.

The ABS lamp may not illuminate when a malfunction occurs therefore not alerting the driver. Malfunctions that warrant the lamp to illuminate may result in the loss of the functions of the ABS resulting in a vehicle crash.

On the attached document, you will find a list of vehicle identification numbers, which may be equipped with the suspect gauges; Spartan Chassis has sold to you. If you agree the identified chassis, contains a safety defect, you are reminded of your responsibility to notify the National Highway Traffic Safety Administration (NHTSA) in accordance with 49CFR573. It is a violation of federal regulation to sell a vehicle subject to a safety recall without the recall first being remedied.

Contact a Spartan Motors Chassis, Inc. Customer Service group to schedule remedy identified on service bulletin RSB11-560-001.



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What will Spartan Motors Chassis, Inc. do?

Spartan Motors Chassis, Inc. will facilitate this repair at not charge to you.

For questions regarding warranty claims, please call **800-543-5008 Option 5**.

We regret any inconvenience this situation may cause. Spartan Chassis is committed to customer safety and satisfaction.

Sincerely,

Sonia Thorndyke
Spartan Motors Chassis, Inc.



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NHTSA Recall No. 11V-xxx

April xx, 2011

IMPORTANT: Safety Notice

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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 non-compliance to Federal Motor Vehicle Safety Standards 101 – Controls and Displays, and Federal Motor Vehicle Safety Standards 121 – Air Brake Systems may exist in certain Furion, Gladiator, and Metrostar chassis/cabs assembled by Spartan Motors Chassis, Inc. equipped with tell tale indicators supplied by Pacific Insight Electronics Corporation.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate service center for repair.

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. Follow instructions in RSB11-560-001.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 11V-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**.
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 **800-543-5008 Option 6**.

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

Sincerely,

Sonia Thorndyke
Spartan Motors Chassis, Inc.