



## SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

**NHTSA Recall No.**

June , 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 non-compliance to Federal Motor Vehicle Safety Standards 208 – Occupant Crash Protection may exist in certain Gladiator and Metrostar chassis/cabs assembled by Spartan Motors Chassis, Inc. equipped with Rolltek® Supplemental Restraint System.

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.

**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.

### COMPLETING THE WORK:

1. Follow instructions in RSB11-120-001.



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### 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** 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 **800-543-5008 Option 6**.

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

Sincerely,

Sonia Thorndyke  
Spartan Motors Chassis, Inc.