



NHTSA Recall No. **11X-XXX**

Oct. 7, 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 in certain Emergency Rescue Transport Vehicles assembled by Spartan Motors Chassis, Inc. equipped with an electronic stability control (ESC).

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.



COMPLETING THE WORK:

***1. State the steps for completing the work***

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.

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

Sincerely,

Rosemary X. Swanson  
Central Services Supervisor  
Spartan Motors Chassis, Inc.



Oct. 7, 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, Inc. has decided a defect or non-compliance which relates to motor vehicle safety exists in certain Emergency Rescue Chassis Cabs assembled by Spartan Motors Chassis, Inc. equipped with an electronic stability control (ESC).

**What Products Are Affected?**

Gladiator<sup>®</sup>, Metrostar<sup>®</sup>, Furion, Furion R/T, Spartan Force<sup>™</sup>, with electronic stability control.

**What is the problem?**

The ESC module may cause the ESC system to activate unnecessarily when the vehicle is driven in a particular manner on certain unique road conditions.

**What are the risks to motor vehicle safety?**

Under certain unique road and driving conditions involving tight, successive, highly banked curves in opposite directions, vehicle body roll and road inclination characteristics may adversely affect the slip angle calculation by the ESC Module. This might cause the ESC to perceive an over steering situation and therefore apply the front axle outer wheel service brake until the vehicle is perceived to be stable by the ESC. This unnecessary brake intervention may pull the vehicle out of the curve, requiring the driver to counter steer to keep the vehicle on its intended path. This may result in a vehicle crash.

**What should the final stage manufacturer do?**

On the attached document, you will find a list of chassis, which may have the suspect engines; 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



## SPARTAN CHASSIS, INC.

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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 Spartan Motors Chassis, Inc. Customer Support Group to schedule an appointment to have the control module replaced.

### **What will Spartan Motors Chassis, Inc. do?**

Spartan Motors Chassis, Inc., in conjunction with Meritor Wabco, will replace the control module free of charge.

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,

Rosemary X. Swanson  
Central Services Supervisor  
Spartan Motors Chassis, Inc.