



## SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

June 6, 2011

**4S7CU2D97BC073940**

Rock Hill Fire Dept, City of  
9511 Manchester Road  
Rock Hill, MO 63119

**IMPORTANT: Safety RECALL RSB11-560-001 11V-240**

Dear Valued Customer,

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 decided 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.

*Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter. (Last five digits of VIN or Sales Order – SO#)*

### **Defect or Noncompliance:**

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.

### **Corrective Action:**

Replace (4) gauges, light bar and gauge harness.

### **Labor Time:**

The labor time required to perform said repairs will 1 hour. Due to some service scheduling times, your service center may need your vehicle for a longer period.

ENG-FR-045  
Rev.: 1.0



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### What You Should Do:

Call Spartan Chassis at **800-543-5008 Option 5** with your **current mileage**. It will then be determined if your unit is part of the recall. If so, steps will be taken to ensure the recall is performed at the nearest authorized service center. You do not need to call Spartan Chassis to find the facility most convenient to you. These facilities can be located on Spartan's website: <http://www.spartanchassis.com>. If you lack access to the internet, call 800-543-5008 (Option 5) for locations.

### Leased Vehicles:

The lesser must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

### Reimbursement:

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Spartan Chassis at 800-543-5008- Option 6.

### Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan Chassis at 800-543-4277 - Option 1. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect or noncompliance without charge

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Spartan Chassis vehicle is of the utmost concern to us.

Sincerely,

*Sonia Thorndyke*

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