



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

July 13, 2011

VIN# 73640

Innisfil Fire Dept
780 Innisfil Beach Rd
Innisfil, ON L9S 2C3

IMPORTANT: Safety Notice SAFETY – RECALL: RBS11-120-001 11V-321

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, Inc., has decided that certain Gladiator and Metrostar chassis/cabs equipped with Rolltek Supplemental Restraint System (SRS) fail to conform to Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection."

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.

Defect or Noncompliance:

The SRS warning indicator may not function, and if a fault occurs, the vehicle's operator may not be warned of a problem with the side air bags. If an owner or operator is not warned of a problem with the side air bag system, they will not take steps to address and remedy the problem, thereby increasing the risk of injury or the severity of injury to vehicle occupants in the event of a crash necessitating deployment of the side air bags.

Corrective Action:

Dealers will inspect the side air bag warning indicator light and connect the wires as necessary for the light to function properly. This service will be performed free of charge.

Labor Time:

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



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What You Should Do:

Call Spartan Chassis at 800-543-5008 Option 5 to arrange for a free remedy by the nearest authorized service center or if you prefer, access Spartan's website: <http://www.spartanchassis.com> to locate a service center near you. If you lack access to the internet, call 800-543-5008 (Option 1) 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 800-543-4277 - Option 1.

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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