



SPARTAN CHASSIS, INC.

1000 REYNOLDS RD • CHARLOTTE, MI 48813 • 517.543.6400

December 19, 2011

**4S7CT2D948C070554**

Stickney Fire Department  
6533 W Pershing Rd  
Stickney, IL 60402

**IMPORTANT: Safety Notice – RECALL 11V-500**

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 a defect 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).

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

**Corrective Action:**

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

**Labor Time:**

The labor time required to perform said repairs will be 1.5 hours. 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. We will assist you in ensuring the recall is performed at the nearest authorized service center. You may also be able to locate a service center that is conveniently located near you on Spartan's website: <http://www.spartanchassis.com>.

**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.

**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 800-393-8861 - Option 4. 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*

Sonia Thorndyke  
Recall Coordinator  
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