



## NHTSA Recall No. 12V-579

January 2013

### **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 Chassis, Inc. has decided a defect which relates to motor vehicle safety exists in certain incomplete Emergency Response Chassis Cabs assembled by Spartan Motors Chassis, Inc. equipped with a windshield wiper motor assembly, supplied by AM Equipment.*

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 1-800-543-5008 option 4. 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 identified in **RSB12-150-001**.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number **12V-579** 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 1-800-543-5008 option 4 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 Product Support Department at 1-800-543-5008 option 4.
2. If you have questions regarding warranty claims, call 1-800-543-5008 option 4.

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

Sincerely,