



NHTSA Recall 13V-XXX

Date

IMPORTANT: Safety Notice

SAFETY – RECALL – NOTICE

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 altered vehicles and completed as a transit bus. The affected vehicles are equipped with an Independent Front Suspension (IFS) supplied by Link Manufacturing, LTD.

A “cold shot” condition, which resulted during the manufacturing process, may exist in the lower control arms. This may cause the control arm to fracture, or break without warning. If the lower control arm breaks, and separates from the mounting bushing, loss of vehicle control could occur and may result in a vehicle crash.

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 Spartan Chassis at 1-800-XXX-XXX 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:

Follow the steps for the inspection and applying the remedy identified in the Recall Service Bulletin.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 13V-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 at 1-800-XXX-XXXX for verification.
2. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

1. If you have technical questions or questions regarding warranty claims, please call Spartan Chassis Customer Product Support Department at 1-800-XXX-XXX.

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

Sincerely,