



1541 Reynolds Road Charlotte, MI 48813

SPARTANCHASSIS.COM
517.543.6400

September 29, 2014

IMPORTANT SAFETY RECALL 14V-513

This notice applies to the vehicle identification number below.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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 that a defect which relates to motor vehicle safety exists in certain chassis cabs equipped with a hand throttle or pump control module supplied by Fire Research Corporation (FRC).

Defect:

Hand throttles and pressure governors, subject to this recall, may have an issue with the software that could cause a surge in engine speed when the fire apparatus is in "pump mode."

This increase in engine speed could cause an increase in water pressure at the end of a fire hose which could result in personal injury.

Corrective Action:

The hand throttle or pump control modules will be reprogrammed free of charge.

Labor Time:

The labor time required to perform said repairs may take approximately 1 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 Fire Research Corporation (FRC) at **1-800-645-0074** or Spartan Chassis at **1-800-543-5008**. Steps will be taken to ensure the recall is performed at the nearest authorized service center. You may also find where facilities are located on Spartan's website: <http://www.spartanchassis.com>.

Leased Vehicles:

Federal law requires any lessor to 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 **1-800-543-5008**.

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 **1-800-543-5008**. 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 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,

Spartan Chassis, Inc.