



February 9, 2015

IMPORTANT SAFETY RECALL 14V-623

This notice applies to the vehicle identification number below.

4S7AX2C [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 Advantage, Diamond, Gladiator, and MetroStar model emergency response chassis cabs.

Defect:

The transmission fluid cooler, used with transmission retarders, may fail without warning allowing engine coolant to mix with transmission fluid. This could cause the transmission to not shift into certain ranges. A transmission being prohibited from upshifting may increase the risk of a crash.

Corrective Action:

A new transmission cooler will be supplied free of charge.

Labor Time:

The labor time required to perform the repair may take 4 hours. Due to some service scheduling times, your service center may need your vehicle for a longer period.



What You Should Do:

Call 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:

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 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.