



## EMERGENCY RESPONSE

Charlotte, MI | Brandon, SD | Ephrata, PA | P: 517.543.6400

SPARTANER.COM

November 7, 2016

### **IMPORTANT SAFETY RECALL – 15V-687**

**This notice applies to the vehicle identification number below.**

**4S7AX2**

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Spartan Motors USA, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2009-2015 model year Gladiator and Metro Star model chassis cabs that were to be completed as emergency response vehicles built between January 5, 2010 and January 19, 2015.

***Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.***

#### **What is the defect?**

The power steering fluid temperature may be overheated. This could cause a brief lock up of the steering system during steering maneuvers. A brief lock up of the steering system could occur without warning and increase the risk of a crash.

#### **Corrective Action:**

Spartan will supply a power steering fluid cooler to be installed in the vehicle represented by the vehicle identification number above. This will be done at no charge.

#### **Labor Time:**

The remedy may take up to 3 hour(s). Due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

Contact Spartan Motors USA, Inc. at 800-543-5008 to locate a service provider near you. Steps will be taken to ensure the recall is performed at the nearest service center.

**Leased Vehicles:**

The lessor 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 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 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 1-888-327-4236 (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 chassis is of the utmost concern to us.

Sincerely,

Spartan Motors USA, Inc.