



**EMERGENCY RESPONSE**  
Charlotte, MI | Brandon, SD | Ephrata, PA | P: 517.543.6400  
[SPARTANER.COM](http://SPARTANER.COM)

March 30, 2016

## **IMPORTANT SAFETY RECALL – 16V-140**

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

**4S7ZU2D99EC078751**

Monson Fire & Ambulance Dept  
200 Main St  
Monson MA 01057

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 2014 and 2015 model year Gladiator and MetroStar emergency response vehicles equipped with a tank level sensor supplied by Hale Products, Inc.

***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 tank level sensor may cause the pump panel indicator to show a higher level of firefighting agent than what is actually in the tank. This may increase the risk of injury when responding to an emergency situation.

### **Corrective Action:**

The tank level system can be recalibrated using instructions by Hale Products or, a replacement sensor can be provided at no charge. This will be done at no charge.

### **Labor Time:**

Recalibrating the system may take 0.25 hour(s) or, replacing the sensor may take up to 1 hour. Due to some service scheduling times, your service center may need your vehicle for a longer period.

### **What You Should Do:**

**Call Spartan at 1-800-543-5008 opt 0 to locate a qualified service center 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 opt 0.

**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 opt 1. 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.