



## EMERGENCY RESPONSE

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

[SPARTANER.COM](http://SPARTANER.COM)

June 10, 2016

### **IMPORTANT SAFETY RECALL – 16V-400**

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

**4S7CU2D99EC079890**

Garfield Twp Fire Dept

9460 Terry St

Lake MI 48632

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 2015 model year Gladiator and MetroStar emergency response vehicles equipped with a fire pump 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?**

According to Hale Products, the suction strainer may be improperly soldered to the pump intake. Impact by debris against the strainer may cause the strainer to break and be pushed into pump which may reduce pump performance.

A reduction in pump performance may reduce effectiveness of firefighting effectiveness which could increase the risk of equipment damage or personal injury.

#### **Corrective Action:**

The suction strainer will need to be inspected per instructions by Hale Products. If the suction strainer has been determined to be defective, it may need to be replaced.

#### **Labor Time:**

Inspection of the strainer may take 0.25 hour(s) or, replacing the strainer 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 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.

**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.