



EMERGENCY RESPONSE

Charlotte, MI | Brandon, SD | Ephrata, PA | P: 517.543.6400  
[SPARTANMOTORS.COM](http://SPARTANMOTORS.COM)

August 15, 2016

## **IMPORTANT SAFETY RECALL – 16V-448**

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

**4S7AT2L904C048070**

Dallas Fire-Rescue  
5000 Dolphin Rd Bld C  
Dallas TX 75223

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 certain model year 2004-2016 Gladiator tractor-drawn aerial emergency vehicles manufactured September 12, 2004, to September 30, 2015 fail to conform to the Federal Motor Vehicle Safety Standard No. 121 – Air Brake Systems. The air brakes on these vehicles may have excessive actuation and release timing, lengthening the distance needed to stop the vehicle.

An increase in stopping distance could increase the risk of a crash without warning.

***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?**

Vehicles affected by this recall may be equipped with a ½” service brake control line that supplies air to the tiller service brakes.

### **Corrective Action:**

A new, 3/8” control line will be supplied at no charge.

### **Labor Time:**

Removal and replacement of the service brake control line may take up to 2 hours. However, 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,