



SPECIALTY VEHICLES

1541 Reynolds Rd. Charlotte, MI 48813 | P: 517.543.6400
SPARTANCHASSIS.COM

October 5, 2016

IMPORTANT SAFETY RECALL – 16V-537

This notice applies to the vehicle identification number below.

1GB6G5BG1E1204454

Fort Worth Transportation Authority

Attn: Sergio Rodriguez

801 Cherry St Suite 850

Fort Worth TX 76102

Dear Valued Customer,

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

Spartan Motors USA, Inc. (Spartan) has decided that a defect which relates to motor vehicle safety exists in certain chassis cabs altered by Spartan, completed as transit buses, and equipped with Compressed Natural Gas (CNG) cylinders built between June 16, 2011 and December 1, 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 chassis frame, where altered by Spartan, may develop cracks without warning. Undetected cracks in the chassis frame could lead to a separation of the chassis frame and reduce the operator's ability to control the vehicle. This could increase the risk of a crash.

Corrective Action:

The remedy will be to add reinforcements to the affected area of the frame. This will be done at no charge.

Labor Time:

Installation of the reinforcements is expected to take up to **30** hours. Due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Spartan Motors USA, Inc. at 1.800.543.4334 to locate a qualified service center near you. Steps will be taken to ensure the inspection 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 1.800.543.4334.

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 1.800.543.4334. 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.