



EMERGENCY RESPONSE

Charlotte, MI | Brandon, SD | Ephrata, PA | P: 517.543.6400
SPARTANMOTORS.COM

September 12, 2016

IMPORTANT SAFETY RECALL – 16V-601

This notice applies to the vehicle identification number below.

4S7CU2D95FC079516

Winslow Twp Fire Dept
9 Cedar Brook Rd
Sicklerville NJ 08081

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 model year 2014-2016 Star and Legend emergency response vehicles manufactured between April 15, 2015 and April 15, 2016 and equipped with a split shaft transmission supplied by Waterous Company.

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?

Waterous indicated clevis pin retaining rings that were deformed during installation can possibly permit the retaining ring to dislodge if subjected to high levels of vibration that can sometimes occur during the shifting operation.

If the clevis pin falls out, it could prevent the shift unit from being able to shift the transmission into position to provide power to drive a fire pump. This could happen without warning.

Without power to the fire pump, there may be an increased risk of personal injury or damage associated with the inability to begin fire suppression activities.

Corrective Action:

The retaining clevis pin will be replaced with a shoulder bolt and locking nut at no charge.

Labor Time:

Removal and replacement of the clevis pin may take up to 1 hour. 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 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.

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.