



EMERGENCY RESPONSE

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

November 18, 2016

## **IMPORTANT SAFETY RECALL – 16V-688**

This notice applies to the vehicle identification number below.

**4S7AU2P967C058985**

San Jose Fire Dept, City of  
1661 Senter Road  
San Jose CA 95112

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 2004-2010 Emergency Response Gladiator tractor drawn aerial fire apparatus manufactured between November 18, 2004 and July 26, 2010.

***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?**

Cracks may have developed in the tiller frame near the outriggers. If the cracks are not detected, the tiller frame may crack and the vehicle become unstable. This could increase risk of injury of someone on the ladder.

This could occur without warning.

### **Corrective Action:**

Reinforcement plates will be supplied, and installed, at no charge.

### **Labor Time:**

Installation of the reinforcement plates may take up to 80 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 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.