



EMERGENCY RESPONSE

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

May 22, 2017

## **IMPORTANT SAFETY RECALL – 17V-294**

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

**4S7AU2E94DC076514**

Clinton Fire Dept  
36 East Main St  
Clinton CT 06413

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 2008-2017 Gladiator and MetroStar model emergency response chassis cabs manufactured between March 5, 2009 and April 11, 2017 and equipped with a supplemental park brake system (SPBS).

***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 directions to activate the SPBS on the actuation knob incorrectly state to “Pull” the actuation knob when it should state to “Push.” If the operator follows the incorrect directions and believes the supplemental park brake is applied when it is not, the vehicle may unexpectedly roll, increasing the risk of a crash. This could occur without warning.

### **Corrective Action:**

A new actuator control knob with the correct instructions will be supplied free of charge.

### **Labor Time:**

Removal and reinstallation of the new actuator control knob with the correct instructions should only take 0.5 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.