



**FLEET VEHICLES  
AND SERVICES**

Bristol, IN | Kansas City, MO | Saltillo, MX | P: 800.582.3454  
**SPARTANMOTORS.COM**

Date 8/17/2017

**IMPORTANT SAFETY RECALL – 17V-460**

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

## Please See Attached List

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 2015 – 2017 model year, Aeromaster model walk-in vans completed by the Fleet Vehicles and Services business unit.

***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?**

A ground wire for the wiper motor was not installed. Although the wiper motor could ground through the casing, an intermittent loss of windshield wiper function could occur without warning.

A loss of windshield wiper function could reduce visibility under certain conditions and increase the risk of a crash.

### **Corrective Action:**

A ground wire will be added to the appropriate harness and wiper motor free of charge.

**Labor Time:**

Installation of the ground wire may take up to .50 hours. Due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

**Call Spartan Fleet Vehicles and Services at 1-800-582-3454 to locate a 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 Fleet Vehicles and Services at 1-800-582-3454.

**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 Fleet Vehicles and Services at 1-800-582-3454. 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



A SPARTAN MOTORS COMPANY

603 Earthway Blvd. Bristol, IN 46507 | P: 800.582.3454

UTILIMASTER.COM

### SAFETY RECALL OWNER NOTIFICATION CHANGE SHEET

VEHICLE  
SERIAL NO.

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This 17 digit number can be found on your vehicle registration or the notification letter.

This vehicle was destroyed.

This vehicle was stolen.

X \_\_\_\_\_

I have moved.  
(indicate new address below)

Name: \_\_\_\_\_

\_\_\_\_\_

Street: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

I no longer have/own the vehicle.  
Vehicle has been sold/transferred to:

Name: \_\_\_\_\_

\_\_\_\_\_

Street: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Please return above notification of any ownership changes to:

Utilimaster Corporation  
attn: 17V-460  
603 Earthway Blvd.  
Bristol, IN 46507