



A SPARTAN MOTORS
BRAND
Snyder, NE | Neligh, NE | P: 402.568.2224
SMEAL.COM

August 10, 2017

IMPORTANT SAFETY RECALL – 17V-463

This notice applies to the vehicle identification number below.

4S7AV2E9

Burlington Fire Dept, City of
PO Box 5013
Burlington ON L7R 3Z6

Dear Valued Customer,

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

Smeal Holding LLC has decided that a defect which relates to motor vehicle safety exists in certain model year 2016-2017 Aerial Fire Apparatus built between February 26, 2016 and June 9, 2017.

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 mating surface of the hydraulic manifold may not be fully seated due to the height of an angle bracket attached to the hydraulic cylinder. This could result in an unexpected loss of hydraulic fluid.

An unexpected loss of hydraulic fluid could result in inadvertent movement of the aerial device. Under certain conditions, an inadvertent movement of the aerial device could increase the risk of personnel injury.

Corrective Action:

For vehicles affected by this recall, the hydraulic manifold will be removed, the mating surface inspected, and reassembled with new hardware.

For those aerial fire apparatus that exhibit the condition, the angle bracket will be removed and the manifold will be reassembled with new hardware.

This will be done at no charge.

Labor Time:

Removal and inspection of the hydraulic manifold may take up to 2 hours.

Removal, inspection, and removal of the angle bracket may take up to 2 hours.

Due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Smeal 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 Smeal 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,

Smeal Holding LLC