



**FLEET VEHICLES
AND SERVICES**

Walsol, MI | Kansas City, MO | Safford, TX | P. 800.582.3454
SPARTANMOTORS.COM

9/18/2017

Istate Truck, Inc.
2901 E 78th St
Minneapolis, MN 55425

IMPORTANT SAFETY RECALL – 17V-492

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

4UZAANDU2HCHZ7243

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 certain 2014 – 2017 model year Walk-in vans completed by the Fleet Vehicles and Services business unit fail to conform to the requirements of FMVSS 210 – Seat Belt Assembly Anchorages. More specifically, the seat belt D-ring may not sustain the loads for the 10 second time period as required by S5.1 of the standard.

In the event of a crash, the seat belt D-ring may not sustain the loads which could increase the risk of personal injury.

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 material thickness at the mounting of the seat belt anchorage may not be adequate to provide the strength necessary to sustain loads identified in FMVSS 210.

Corrective Action:

A reinforcement bracket will be added to the affected area of the seat belt anchorage free of charge.

Labor Time:

Installation of the reinforcement bracket may take up to XXX 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

Steve Miller
Warranty & Field Service Manager
Spartan Fleet Vehicles and Services