



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

December 7, 2017

IMPORTANT SAFETY RECALL – 17V-656

This notice applies to the vehicle identification number included in this email.

Attn:

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 2010-2017 Aerial Fire Apparatus built between May 4, 2011 and August 16, 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?

Cracks may develop in the parent material of the torque frame near the area of the cut out for the compartment.

If the crack progresses, it could result in compromised strength of the torque frame reducing rigidity needed for the aerial device. This could result in the aerial device becoming unstable. If the aerial device becomes unstable it could increase the risk of personnel injury or equipment damage.

This could happen without warning.

Corrective Action:

Repairs will be done at no charge.

Labor Time:

Repair of the weld and installation of the reinforcement is expected to take up to (TBD) 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 1-800-867-6478 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 Smeal 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.