



EMERGENCY RESPONSE

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

December 11, 2017

IMPORTANT SAFETY RECALL – 17V-722

**This notice applies to the vehicle identification number in the label below.
4S7CT2D**

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 2014-2017 Gladiator and MetroStar model emergency vehicles manufactured between March 24, 2014 and March 6, 2017 and equipped with a relief valves supplied by Hale Products, Inc.

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?

According to Hale Products, Inc. retaining ring material used in relief valve assembly may not have been manufactured to specification, reducing the corrosion resistance. Additionally, some retaining ring components may have been made from non-conforming material which has less corrosion resistance, reducing the life of the component over time and with exposure to water.

Corrosion of the retaining ring may, over time, lead the part to fail. If the retaining ring fails, it could allow the relief valve to open, preventing the pump from maintaining adequate water pressure and increasing the risk of harm to firefighting personnel.

Corrosion on the retaining ring may be identified during routine service.

Corrective Action:

Repair kits that include retaining rings made of proper material will be supplied at no charge.

Labor Time:

Removal and reinstallation of the retaining rings may take up to 2.5 hours. However, due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Hale Products Inc. at Hale Customer Service at Halettechnicalservice@idexcorp.com using the subject line SB149D Attention: Joe Neal to implement this recall or if you have any questions or need assistance, call Hale at 1-800-533-3569.

You may also contact Spartan Customer Product & Support at 1-800-543-5008 to locate a Hale service provider near you.

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 Hale at 1-800-533-3569.

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.