



**FLEET VEHICLES
AND SERVICES**

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

IMPORTANT SAFETY RECALL – 18V-377

August 6, 2018

This notice applies to your vehicle 1GBHG3 [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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 1991 – 2018 model year Aeromaster and Walk-in vans completed by the Fleet Vehicles and Services (Utilimaster) business unit fail to conform to the requirements of FMVSS 208 – Occupant Crash Protection. More specifically, the seat belts are not equipped with an emergency locking retractor or an automatic locking retractor as required by S4.3.2.2 of the safety standard.

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 seat belt may not adjust to accommodate the varying size of the occupants which may increase the risk of an injury during a vehicle crash.

Corrective Action:

Seatbelts with the required retractors will be supplied at no charge.

Labor Time:

Installation of the compliant seat belts may take up to 1.0 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 1-800-237-7806 to validate VIN, order free replacement parts, and verify authorized repair facility.

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 Sheet:

Please fill out the enclosed reply sheet and email or fax to us if you have changed your address, sold, or traded the vehicle. Please fax to 574-848-2809.

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 Utilimaster vehicle is of the utmost concern to us.

Sincerely