



EMERGENCY RESPONSE

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

November 30, 2018

IMPORTANT SAFETY RECALL – 18V-691

This notice applies to the vehicle identification number below.

4S9BD [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 a defect which relates to motor vehicle safety exists in certain model year 2001-2019 Gladiator and Metro Star model emergency vehicles equipped with an Emergency Medical Service (EMS) cabinets mounted at the rear wall of the cab manufactured between March 27, 2000 and August 13, 2018.

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 EMS cabinet were mounted using inadequately sized fasteners and mounting techniques. The EMS cabinet could break free from its mounting during a crash and become a projectile. If the EMS cabinet comes loose in emergency vehicles that have rear facing seats, it could increase the risk of injury.

This could occur without warning.

Corrective Action:

Dealers will install correctly sized fasteners in an improved mounting scheme for the EMS cabinets without charge.

Labor Time:

Installation of the of correctly sized fasteners may take up to 3 hours. However, due to some service scheduling times, your dealer may need your vehicle for a longer period.

What You Should Do:

Contact your local dealer to have the work performed. If you cannot locate a dealer, call Spartan at 1-800-867-6478 to locate your nearest dealer. Steps will be taken to ensure the recall is performed at the nearest dealer

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 at 1-800-867-6478.

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 1-800-867-6478. 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.