



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 31, 2019

Mr. Wesley Chestnut
Spartan Motors USA
1541 Reynolds Road
Charlotte, MI 48813

NEF-150MR
19V-523

Subject: Loss of Power Steering Assist

Dear Mr. Chestnut:

This letter serves to acknowledge Spartan Motors USA's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SPARTAN/GLADIATOR/2014-2020
SPARTAN/METROSTAR/2014-2020

Mfr's Report Date: July 12, 2019

NHTSA Campaign Number: 19V-523

Components:

STEERING:HYDRAULIC POWER ASSIST SYSTEM
SUSPENSION:FRONT

Potential Number of Units Affected: 234

Problem Description:

Spartan Motors USA (Spartan) is recalling certain 2014-2020 Emergency Response Gladiator and MetroStar vehicles equipped with an independent front suspension and Koni shocks. The front shocks may separate from their upper mount on the front suspension. The loose shock may contact and damage the steering gear housing, possibly causing a steering fluid leak and a loss of power steering assist.

Consequence:

A loss of power steering assist increases the risk of a crash.

Remedy:

Spartan will notify owners, and dealers will install new shock bolts, and shims if necessary, free of charge. The recall is expected to begin August 2, 2019. Owners may contact Spartan customer service at 1-800-543-5008. Spartan's number for this recall is 19015.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Spartan's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement