



MAINTAINER CUSTOM BODIES

Emergency Vehicle Specialists

December 20, 2019

IMPORTANT SAFETY RECALL: 19V-890

This notice applies to your vehicle identification number below.

REF: MCB Unit Number: M [REDACTED]

Spartan VIN Number: 4 [REDACTED]

Spartan Recall Number: 19V-360

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Maintainer has decided that a defect exists with certain 2019 Custom Bodies Heavy Rescue emergency response vehicles. One of our vendors (Spartan Motors USA) has provided information that certain 2018 through 2020 model year chassis fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 121, Air Brake System. More specifically, these vehicles may fail to meet section 5.3.3.1 – Service Brake Actuation Time. One of these chassis was included in the 2019 MCB (Maintainer Custom Bodies) Heavy Rescue vehicle that you purchased from us. Details of their recall are shown in their owner notification letter that is included in this mailing. Please read the information carefully and follow the directions as outlined.

Noncompliance:

An orifice within the brake relay valve in the brake system may be partially blocked, restricting air flow to the brake chambers. This restriction could reduce the actuation time of the brakes and result in extended stopping distance.

An increase in stopping distance could occur without warning and increase the risk of a crash.



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Corrective Action:

We have included the Spartan Motors USA recall notice in this mailing. Spartan dealers will inspect and replace the valves, free of charge. Inspection of the brake relay valve may take up to 1 hour. Replacement of the valve may extend this time by ½ hour. Due to some service scheduling times, your service center may need your vehicle for a longer period. Please read the information carefully and follow the directions as outlined. You will work directly with Spartan Motors USA related to this matter. However, Maintainer Custom Bodies will need to be notified when this issue has been resolved (1-800-843-4288). **Call Spartan Emergency Response at 1-800-867-6478 to locate a service center near you.** Steps will be taken to ensure the inspection is performed at the nearest service center.

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 Emergency Response at 1-800-867-6478.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan Emergency Response at 1-800-864-6478. 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.

If you have any specific questions, please contact Spartan Motors USA at the phone number indicated in their letter.

We apologize for any inconvenience this situation may cause you.

Kind regards,

Rick Wolthuizen

Quality Manager
Maintainer Corporation of Iowa, Inc.