



MAINTAINER CUSTOM BODIES

Emergency Vehicle Specialists

December 20, 2019

IMPORTANT SAFETY RECALL: 19V-898

This notice applies to your vehicle identification number below.

REF: MCB Unit Number: M [REDACTED]

Spartan VIN Number: 4 [REDACTED]

Spartan Recall Number: 19V-674

[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 2004 through 2020 model year Emergency Response Gladiator and MetroStar model vehicles, equipped with a pneumatically controlled automatic tire chain system, may 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 5.1.2.3. of the standard. 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:

The service air reservoir system may not be pressure protected where the control line for the automatic tire chain system is connected.

If control line were to become severed, the service reservoir system may suddenly lose air.

Although there would be a visual and audible warning indicating the loss of air, a sudden loss of air to the air brake system could 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 the control line to determine if it is pressure protected. If it is not, it will be disconnected and rerouted to an auxiliary air reservoir that is pressure protected.

Inspection of the control line may take up to ½ hour. Disconnecting and rerouting of the control line may extend this time by ½ hour. Due to some service scheduling times, the 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.

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.

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.

If you have any specific questions, please contact Spartan Motors USA at 1-800-867-6478.

We apologize for any inconvenience this situation may cause you.

Kind regards,

Rick Wolthuisen

Quality Manager
Maintainer Corporation of Iowa, Inc.