



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 17, 2020

Ms. Allison Freeman
Spartan Fire, LLC
1541 Reynolds Road
Charlotte, MI 48813

NEF-150MR
20V-762

Subject: Lighting and HVAC Display May Lock Up

Dear Ms. Freeman:

This letter serves to acknowledge Spartan Fire, LLC'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 FIRE/GLADIATOR/2019-2021
SPARTAN FIRE/METROSTAR/2019-2021

Mfr's Report Date: December 10, 2020

NHTSA Campaign Number: 20V-762

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 193

Problem Description:

Spartan Fire, LLC (Spartan Fire) is recalling certain 2019-2021 Gladiator and MetroStar vehicles equipped with Weldon V-Mux Vista IV Standard LCD displays used for controlling emergency vehicle lighting and HVAC functions. These displays may experience low voltage spikes, and cause the LCD display to lock up or become nonfunctional, due to varying electrical installations.

Consequence:

Operator of vehicle may not be able to read the LCD screen and may not be able to use buttons or both unless they reset the power. If the LCD display appears blank, emergency personnel may not have immediate access to the functions and controls operated by the LCD screen which could delay emergency operations, increasing the risk of injury.

Remedy:

Spartan Fire will notify owners, and dealers will replace the unit or apply a retrofit remedy, free of charge. The recall is expected to begin January 11, 2021. Owners may contact Spartan Fire customer service at 1-517-543-6400.

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.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

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