



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 6, 2021

Mr. Ryan Falke  
Director of Quality and Continuous Improvement  
Marion Body Works Inc.  
211 W. Ramsdell St.  
Marion, WI 54950

NEF-150MR  
20V-812

**Subject:** Lighting and HVAC Display May Lock Up

Dear Mr. Falke:

This letter serves to acknowledge Marion Body Works Inc.'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/2020  
SPARTAN FIRE/METROSTAR/2020

**Mfr's Report Date:** December 28, 2020

**NHTSA Campaign Number:** 20V-812

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Potential Number of Units Affected:** 2

**Problem Description:**

Marion Body Works Inc. is recalling certain 2020 Spartan 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:**

If the LCD display becomes locked up or non-functional it can delay emergency efforts, which can increase the risk of injury.

**Remedy:**

Marion Body Works will notify owners, and dealers will replace the IV Standard LCD displays, free of charge. Owners may contact Marion Body Works customer service at 1-715-754-5261. Marion Body Works' number for this recall is 20V-762.

**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](http://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