



## **IMPORTANT SAFETY RECALL – 20V-353**

**This notice applies to the vehicle identification number below.**

**4S9AEE** [REDACTED]  
East Great Plain Fire Dept  
488 New London Turnpike  
Norwich CT 06360-9326

Dear Valued Customer,

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

Spartan Fire, LLC has decided that a defect which relates to motor vehicle safety exists in a model year 2019 Gladiator model emergency response chassis cab.

***Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.***

### **What is the defect?**

Vehicles included in this recall have a 3600 controller that is being recalled by their manufacturer, Akron Brass. As described in Akron's recall 20E032, the 3600 controller is a battery powered unit. To maximize the useful life of the batteries, the unit is designed to enter a "sleep" mode after 30 seconds of inactivity by the user. The unit will awaken subsequently by pressing the power button. In the affected units, the sleep mode does not initiate, leaving the batteries on at full power for an extended time. This results in the batteries discharging faster than normal. Akron asserts it is possible that the rapid battery discharge could result in loss of power to the controller while in use. This may lead the firefighter to be unable to change the spray pattern or direction of water flow with the wireless controller. This could slow the progress of firefighting efforts and may increase the risk of injury.

LED lights illuminate the unit when powered on. These lights will blink to indicate low battery when the battery charge is low. The lights will go out, or not turn on, if the batteries are depleted.

### **Corrective Action:**

The customer will be asked to return the affected controller to Akron Brass for a software update. Akron Brass will coordinate all shipping arrangements for return of the affected unit and for shipping of the repaired unit. There is no cost to the vehicle owner for the recall remedy.

**Labor Time:**

Akron estimates to repair the controller within 5 business days of confirmation that the unit is in the affected serial number range, excluding shipping time.

**What You Should Do:**

Please contact Akron at [akrontech@idexcorp.com](mailto:akrontech@idexcorp.com) or by phone at 1-800-228-1161 to verify the unit is in the affected population and arrange shipment of the part (Part No. 36000013 or 36000015).

If you need further assistance with this notification, contact your local dealer to have the work performed. If you cannot locate a dealer, call Spartan at 1-800-867-6478 to locate your nearest dealer. Steps will be taken to ensure the recall is performed at the nearest dealer.

**Leased Vehicles:**

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.

**Reimbursement:**

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 at 1-800-867-6478.

**Information Change:**

If you have changed your address, sold or traded your vehicle, please email us at [Firetruckservice@spartanmotors.com](mailto:Firetruckservice@spartanmotors.com) to provide updated information.

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

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,

Spartan Fire LLC

