



1541 Reynolds Road Charlotte, MI 48813 | 517.543.6400

December 22, 2020

## **IMPORTANT SAFETY RECALL – 20V-762**

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

**4S7CU2D96LC088723**

**Mendon, Town of**

**20 Main St**

**Mendon MA 01756**

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 2019-2021 Gladiator and MetroStar model emergency response chassis cabs, equipped with Weldon V-Mux Vista IV Flat Panel Equipment Recall 20E078.

***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?**

V-MUX Products manufactured from April 24 – Oct. 12, 2020 are more susceptible to low voltage spikes that are beyond the advertised voltage specifications for the product. Product within the date range may experience 'lock up' condition where the LCD display or the entire unit may be nonfunctional until the power is reset. The potential for the condition and the functions connected to the display varies due to variation in electrical installation but may include back up camera, emergency warning lights, or patient care devices depending on the application.

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.

No warnings may precede the occurrence.

Low voltage spikes beyond the specified voltage range for the product typically cause the product to restart. In some cases, the product is not restarting successfully. Component obsolescence required a design update and the product in the date range while meeting advertised specifications, is more susceptible to negative voltage spikes than previous version of the same product.

Vehicle design and installation wiring practices impact the negative voltage spike so there is expected variation between vehicle manufacturers and different applications from the same manufacturer.

The affected item is the Weldon V-Mux IV Flat Panel Equipment Recall 20E078.

**Corrective Action:**

Replace or apply retrofit remedy as a factory recall. Owner/Dealer should take a photo of the revision decal, with the serial number, located on the Vista display. Contact Spartan Customer Service at 800-867-4678, ensure that you have the truck's S.O Number or VIN available. Spartan will verify if the unit is affected by the Recall. Spartan will provide a new Vista display and compensate the dealer or owner for installing the new components provided free of charge.

**Labor Time:**

Estimated time for the remedy is 1 hours to replace each display. Some vehicles have two to three displays.

**What You Should Do:**

**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 1-800-867-4678.

**Reply Card:**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

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