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January 19, 2021

Important Safety Recall Information – Recall Number: 20V-812

On December 28, 2020 Marion Body Works was notified of a recall issued by Spartan Fire, LLC in regard to a defect which relates to certain model year 2019-2021 Gladiator and MetroStar model emergency response chassis cabs, equipped with Weldon V-Mux IV Flat Panel Equipment (Recall 20E-078).

**Noncompliance Description:**

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.

The two chassis effected by this recall were identified and still in production at Marion Body Works.

As of January 19, 2021 both (2) chassis have been inspected and repaired per the instructions provided by Spartan Fire, LLC.

Sincerely,

Rachel Heineman  
Quality & Continuous Improvement Manager

