



1541 Reynolds Road Charlotte, MI 48813
SPARTANCHASSIS.COM

September 14th, 2022

IMPORTANT SAFETY RECALL – 22V-539

This notice applies to the vehicle identification number below.



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 certain model year 2020-2021, Gladiator and MetroStar model emergency response vehicles.

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?

As part of Schneider Electric's ongoing quality monitoring process, a potential issue was detected that may affect specific QO Plug-On Neutral Load Centers manufactured between December 1, 2019 and January 12, 2022 at Schneider Electric Plant 15. The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat.

If the load center screw connection is loose, it can overheat, posing thermal burn and fire hazards, and there is a potential risk for property damage and personal injury. This may occur without warning.

Corrective Action:

Spartan Dealers will inspect the load centers and repair, as necessary. There is no cost to the vehicle owner for the recall remedy.

Labor Time:

Estimated time for the remedy may be up to 1 hour for inspection and repair of the load center.

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 1-800-867-6478.

Information Change:

If you have changed your address, sold or traded your vehicle, please email us at 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