



1541 Reynolds Road Charlotte, MI 48813 | P: 517.588.4700

SPARTANCHASSIS.COM

IMPORTANT SAFETY RECALL

NHTSA Recall – 23V-156

Spartan Internal Recall No. 23007

Dear Dealer or Service Manager:

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 2022-2023, Gladiator, MetroStar, FC-94, and KME Panther model emergency response chassis cabs.

A population of GEN 6 TCMs may fail to achieve 4th gear lock up when initiating the pump mode sequence after reversing the vehicle.

This defect could result in failing to engage 4th gear lock up will prevent the vehicle from achieving the full sequence needed to pump water. This increases the risk of personal injury and equipment damage. The failure could occur without warning.

Owners will be notified by mail about the recall and will be instructed to contact their appropriate local Allison distributor for repair. Allison will work with affected vehicle manufacturers to complete the reflash of the TCM. There is no cost to the vehicle owner for the recall remedy.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. If the unit is still in the Dealers possession, please contact your local Allison distributor to schedule the work at your mutual convenience.
2. If you receive an inquiry from the customer, please direct them to their local Allison distributor to schedule the work at their mutual convenience.

3. Please provide Spartan with the current owner name, address and phone number.
4. **If you have previously performed the inspection or the repairs but have not yet submitted an invoice for the work, we are requesting that you submit the invoice within 10 calendar days.**

COMPLETING THE WORK:

Contact your local Allison distributor for assistance with facilitating the repair and completing the reflash of the TCM. There is no cost to the vehicle owner for the recall remedy. The repair will take approximately 1 hour to complete.

DOCUMENTING THE WORK:

Please contact your local Allison distributor to open a case and to submit invoices with Allison.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Spartan Fire at 800-867-6478 for verification.
2. If their vehicle is part of the population, please direct them to their local Allison distributor for completion of the repair.

SPARTAN ASSISTANCE:

If you have technical questions or questions regarding warranty claims, please call **800-867-6478**

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Spartan Fire, LLC