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[SPARTANCHASSIS.COM](http://SPARTANCHASSIS.COM)

## **IMPORTANT SAFETY RECALL**

### **NHTSA Recall – 23V-192**

### **Spartan Internal Recall No. 23009**

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 2020, 2022-2023 Gladiator and 2023 MetroStar model emergency response chassis cabs.

Based upon information provided by Meritor, if the keeper is not properly installed and engaged on the pro-torque nut wheel end, the nut may loosen. If the nut loosens over time, the wheel end may separate from the steer axle.

Separation of the wheel end from the steer axle could result in potential injury, loss of vehicle control, and increase the risk of a crash. The initial effect would be the driver would feel vibration from the steer axle.

Owners will be notified by mail about the recall and will be instructed to contact the appropriate Dealer for repair. The repair facility will need to open a case, complete the inspection, and order the part, if necessary, with Meritor's OnTrac Technical Call Center. 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. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.

2. To determine if the vehicle is affected by the campaign, contact Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and reference program number C23AA. Provide the necessary vehicle information as needed.
3. To obtain the necessary part, work with the Meritor OnTrac Technical Call Center.
4. Please provide Spartan with the current owner name, address and phone number.
5. **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:**

Meritor is providing, free of charge, the labor costs and the component, if needed, for the inspection and potential replacement of the keeper. The inspection will take approximately 1 hour to complete and 4 hours if the replacement of the keeper is needed. Complete the work per Meritor's instructions in the service bulletin.

#### **DOCUMENTING THE WORK:**

Please contact Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and to submit invoices with Meritor.

#### **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 Meritor OnTrac Technical Call Center @1-866-668-7221 for verification.
2. Complete the work as instructed by Meritor provided in the service bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

#### **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