



Brandon, SD | Charlotte, MI | Ephrata, PA | Neligh, NE | Snyder, NE

SPARTANER.COM

IMPORTANT SAFETY RECALL

NHTSA Recall – 23V-389

Spartan Internal Recall No. 23011

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 2018-2019, 2021 Gladiator and 2020 MetroStar model emergency response pumpers.

Based upon information provided by Crosby, the rope rescue anchor point (hoist ring), has an important assembly component missing. The retaining pins used to secure the hinge pins were not in place and allowed a hinge pin to come out during unloaded condition.

If the hinge pin comes out of the hoist ring, it could result in potential injury. This could occur without warning.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for repair. 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 obtain necessary parts, please notify Crosby Technical Support at 1-800-220-8509 or crosbytechsupport@thecrosbygroup.com for immediate replacement.
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:

Complete the work per the service bulletin.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 23011 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.

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. Complete the work as instructed 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