



FIRE CHASSIS

1541 Reynolds Road Charlotte, MI 48813 | P: 517.588.4700  
SPARTANCHASSIS.COM

April 27, 2023

## IMPORTANT SAFETY RECALL – 23V-156

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 2022-2024, Gladiator, MetroStar, FC-94, and KME Panther model emergency response chassis cabs.

***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?**

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

This defect could result in failing to engage 4<sup>th</sup> 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.

### **Corrective Action:**

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.

### **Labor Time:**

The repair will take approximately 1 hour to complete.

**What You Should Do:**

**Owners should contact your local Allison distributor to open a case and complete the repair. If you need further assistance with this notification and cannot locate a distributor, call Spartan at 1-800-867-6478 to help direct you to your nearest dealer or service provider for repair.**

If you have completed this remedy prior to receiving this letter, please notify and contact Spartan Central Service at [chawarinvsub@spartanmotors.com](mailto:chawarinvsub@spartanmotors.com).

**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 [chawarinvsub@spartanmotors.com](mailto:chawarinvsub@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