



FIRE CHASSIS

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SPARTANCHASSIS.COM

May 10, 2023

IMPORTANT SAFETY RECALL – 23V-192

This notice applies to the vehicle identification number below.

[REDACTED]

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, 2022-2023 Gladiator and 2023 MetroStar 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?

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.

Corrective Action:

Contact your local Dealer or repair facility for assistance with facilitating the inspection and repair, as necessary, free of charge. The repair facility will need to open a case and order the part with Meritor's OnTrac Technical Call Center. There is no cost to the vehicle owner for the recall remedy.

Labor Time:

The inspection will take approximately 1 hour to complete and 4 hours if the replacement of the keeper is needed.

What You Should Do:

Owners should contact your local Dealer or repair facility to open a case with Meritor's OnTrac Technical Call Center number @1-866-668-7221. If you need further assistance with this notification and cannot locate a dealer, 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 chawarinvsb@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 chawarinvsb@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