



REV GROUP

EMERGENCY RESPONSE

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

SPARTANER.COM

July 20, 2023

IMPORTANT SAFETY RECALL – 23V-389

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

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 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.

Corrective Action:

Spartan Dealers will inspect to determine if affected and replace the hoist rings, if necessary. There is no cost to the vehicle owner for the recall remedy.

Labor Time:

Estimated time for the remedy may be up to 0.5 hour per hoist ring, for inspection and replacement of the hoist ring.

What You Should Do:

If you need further assistance with this notification, contact your local dealer to have the work performed. If you 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 chawarinvs@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 chawarinvs@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