



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

IMPORTANT: Safety Recall

SAFETY – RECALL – 23009 (23V-192)

Dear Final Stage Manufacturer,

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.

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 repair facility for assistance with facilitating the inspection and repair, as necessary, free of charge. Contact Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and order parts, if necessary, to complete remedy. There is no cost to the vehicle owner for the recall remedy.

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.

What should the final stage manufacturer do?

On the attached document, you will find a list of chassis cabs Spartan has sold to you. If you agree the identified chassis, contains a safety defect, you are reminded of your responsibility to notify the National Highway Traffic Safety Administration (NHTSA) in accordance with 49CFR573. **It is a violation of federal regulation to sell a vehicle subject to a safety recall without the recall first being remedied.**

Please contact Meritor's OnTrac Technical Call Center @1-866-668-7221 to open a case and order parts, if necessary, to complete remedy at no charge to you or our mutual customer. Please submit any invoices with Meritor.

If you have completed this remedy prior to receiving this letter, please notify and contact Spartan Central Service at chawarinvs@spartanmotors.com.

What will Spartan Fire, LLC do?

Spartan Fire, LLC will identify work with you and affected owners to identify a service center near you and schedule the work to be completed.

For questions regarding warranty claims, please call **1-800-867-6478**.

We regret any inconvenience this situation may cause. Spartan is committed to customer safety and satisfaction.

Sincerely,