



## **IMPORTANT SAFETY RECALL**

**NHTSA Recall – 24V-181 / TC Recall – 2024-156**

**Spartan Internal Recall No. 24003**

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 2023-2024 Metro Star, 2023-2024 Gladiator, 2024 FC-94, 2024 KME Panther, and 2024 Commercial model Emergency Response Fire Apparatus vehicles.

The Multiplex HC 1.7 Node may not shut off the output pin if there is a short circuit in the vehicle wiring or other devices installed on the vehicle. This defect could result in heat related damage or fire. There will be no warning preceding the failure.

Owners will be notified by mail about the recall and will be instructed to contact the Dealer to update the installed firmware in the node using an updater application that can be downloaded from the company website. Dealers will be compensated so there is no cost to the vehicle owner for this firmware update. Nothing needs to be removed from the truck, this is a firmware update accomplished by plugging into the truck to upload the latest firmware.

The update is estimated to take approximately 10 minutes per Node to complete. Note some vehicles may have more than one Node.

**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.**

Your assistance with this recall is appreciated. Should you have any questions or concerns, please call Spartan Customer Service at **1-800-867-6478**.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

Spartan Fire, LLC