



IMPORTANT SAFETY RECALL

NHTSA Recall – 24V-323

Spartan Internal Recall No. 24007

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 certain model year 2022-2024 Gladiator and Metro Star, and 2023-2024 FC-94 model emergency response chassis cab vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 207, "Seating Systems."

On the affected vehicles, an undersized fastener installed during seat installation could potentially cause the seat mounting to fail during a loaded condition.

If this condition exists, the seat fastener may fracture or pull out of the mount, resulting in inadvertent seat movement and possible injury. The issue may occur without warning.

Dealers will inspect the seat mount fastener installation and replace the fastener when necessary.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for repair. There is no cost to the vehicle owner for the recall remedy.

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.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call Spartan at **800-867-6478**, and reference 24007.
3. Please provide Spartan with the current owner name, address and phone number.



4. If you have previously performed the inspection or the repairs but have not yet submitted an invoice for the work, we are requesting that you submit the invoice within 10 calendar days.

COMPLETING THE WORK:

Complete the work per the service bulletin.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 24007 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Spartan **800-867-6478 opt 0** for verification.
2. Complete the work as instructed in the service bulletin.
3. Document the work and submit the claim as instructed under the [Documenting the Work](#) section above.

SPARTAN ASSISTANCE:

If you have technical questions or questions regarding warranty claims, please call **800-867-6478**

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

Sincerely,

Spartan Fire, LLC