



## **IMPORTANT SAFETY RECALL**

**NHTSA Recall – 24V-507**

**Spartan Internal Recall No. 24010**

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 Gladiator, 2024-2025 Metro Star, and 2024 KME Panther model emergency response chassis cab vehicles.

On the affected vehicles, the independent front suspension (IFS) assembly was built with four bolts that may exhibit hydrogen embrittlement. There is a resulting potential for the heads of these bolts to pop off after alignment or retorque procedures.

This may result in separation of the fastener head at a high velocity which could cause injury to any persons in the vicinity when the separation occurs. There is no warning that will precede the failure.

Dealers will replace the affected eccentric bolts with a Grade 9 Lawson bolt. The repair will take approximately two (2) hours to complete.

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 24010.
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 24010 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