



IMPORTANT SAFETY RECALL

NHTSA Recall – 24V-799

Spartan Internal Recall No. 24014

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 2024-2025 Metro Star and FC-94, and 2025 Gladiator and KME Panther model emergency response chassis cab vehicles.

On the affected vehicles, there is a potential for overextension of the cab tilt cylinder due to missing mechanical stop. Overextension can result in separation of the cylinder. This defect does not affect the vehicle while in motion.

In the event where the operator does not follow the cab tilt procedure, it could result in an overextension of the cab tilt cylinder. Should the overextension of the cab tilt cylinder occur, the cab could drop at an accelerated speed, increasing the risk of personal injury. This could occur without warning.

Inspect the cab tilt cylinders to determine if the trucks are affected. The inspection will take 30 minutes.

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

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 INSPECTION:

1. When the customer calls reporting receipt of a Recall Letter, schedule the inspection at your mutual convenience.
2. Please provide Spartan with the current owner name, address and phone number.



3. If you have previously performed the inspection but have not yet submitted an invoice for the inspection, we are requesting that you submit the invoice within 10 calendar days, reference SPEC number 24014.

COMPLETING THE INSPECTION:

Complete the inspection per instructions listed below and contact Andy Haigh at andy.haigh@spartanmotors.com with the results. Further directions will be given at that time.

DOCUMENTING THE INSPECTION:

1. Please itemize the identified recall number 24014 as completed inspection 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 inspection when submitting your invoice. Contact Andy Haigh at andy.haigh@spartanmotors.com with this information and the inspection results per instructions below.

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 inspection from the instructions listed below.
3. Document the inspection and submit the claim as instructed under the [Documenting the Inspection](#) section above.

SPARTAN ASSISTANCE:

If you have technical questions or questions regarding a warranty claim, please call Andy Haigh at **1-517-588-4162**.

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

Sincerely,

Spartan Fire, LLC



INSPECTION INSTRUCTIONS

- 1) Ensure cab is in the lowered and in the cradled position with the park brake set.
- 2) Go under the front of the truck and inspect both cab tilt cylinders under the front section of the cab.
- 3) Take clear pictures of each of the cab tilt cylinders showing the following:
 - a. A picture of the upper portion of the cylinder at the gland nut where the piston extends from the cylinder barrel
 - b. A picture showing the part number and serial number that is etched/engraved into the barrel of the cylinder. *(See Figures below for examples)*
- 4) Email last 8 digits of the VIN number along with the photos taken in step 3 to andy.haigh@spartanmotors.com. Further directions will be provided at that time.

Cab Tilt Cylinder Type 1

Cylinder gland nut has external threads and threads internally into the barrel.





Part Number and Serial Number are laser dot etched into the barrel.



Cab Tilt Cylinder Type 2

Cylinder gland nut threads externally over the cylinder barrel. Part number and serial number are engraved in the cylinder barrel.

