



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.

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.

Dealers will inspect the cab tilt cylinders to determine if the trucks are affected and replace the cylinders if they are determined to be non-conforming. The inspection will take 30 minutes and an additional 2 hours if the replacement of the cylinders is needed.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for the work. 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 24014.



3. Please provide Spartan with the current owner name, address and phone number.
4. **If you have previously performed the inspection or repairs but have not yet submitted an invoice for the inspection, we request that you submit the invoice within 10 calendar days and reference SPEC number 24014.**

COMPLETING THE WORK:

Complete the work per the service bulletin.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 24014 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. Contact Andy Haigh at andy.haigh@spartanmotors.com with this information and the inspection results per instructions in the service bulletin.

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