



## IMPORTANT SAFETY RECALL – 24V-799

This notice applies to the vehicle identification number below.

November 19<sup>th</sup>, 2024



Dear Valued Customer,

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.

***Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.***

### **What is the defect?**

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.

### **Corrective Action:**

Dealers will inspect the cab tilt cylinders to determine if the trucks are affected and replace the cylinders when necessary. There is no cost to the vehicle owner for the recall remedy.

### **Labor Time:**

Estimated time for the remedy may be up to 0.5 hours for inspection and an additional 2 hours if the replacement of the cylinders is needed.



### **What You Should Do:**

**If you need further assistance with this notification, contact your local dealer to have the work performed. If you cannot locate a dealer, call Spartan at 1-800-867-6478 to help locate your nearest dealer. Steps will be taken to ensure the recall inspection is performed at the nearest dealer.**

If you have completed this remedy prior to receiving this letter, please notify and contact Spartan Central Service at [chawarinvsb@spartanmotors.com](mailto:chawarinvsb@spartanmotors.com).

### **Leased Vehicles:**

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

### **Reimbursement:**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy for the problem associated with this recall. For more information contact Spartan at 1-800-867-6478.

### **Information Change:**

If you have changed your address, sold or traded your vehicle, please email us at [chawarinvsb@spartanmotors.com](mailto:chawarinvsb@spartanmotors.com) to provide updated information.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan at 1-800-867-6478. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,  
Spartan Fire LLC.