



Recall Service Bulletin



**Recall Service Bulletin
RSB24-250-001**

DATE: 7/31/2024

APPLIES TO: This service bulletin applies to certain model year 2023-2024 Gladiator, 2024-2025 Metro Star, and 2024 KME Panther model emergency response chassis cabs built between August 15, 2023 and May 21, 2024.

NHTSA/TC Id: 24V507/ 2024-388

CONDITION: Eccentric adjustment bolt could fail on units equipped with IFS front suspensions

CORRECTION: Replace eccentric adjustment bolt.

LABOR ALLOCATION: 2 hours

CLASSIFICATION: V3

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	K716778	Eccentric Bolt Kit

(Contains : (4) 710244-01 Bolts, (4) 710245-01 Lock nuts, (8) 104098 Washers, (1) D716778 Installation Instructions)

Tools Needed:

1. 1-5/16 inch combination wrench
2. 3/4 inch drive impact
3. 1-5/16 inch, 3/4 drive impact socket.
4. Two eccentric wrenches or two 2 inch 12 point box end wrenches
5. Torque wrench, 3/4 drive, capable of 475 ft/lbs.
6. Bottle jacks.

Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of specific nature in conjunction with industry standards. Professional Technicians should be appropriately trained on industry standards and have the tools and equipment to perform procedures safely and properly.



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GENERAL INSTRUCTIONS:

Thoroughly review entire service bulletin before starting work. If there are questions or concerns with steps defined in this service bulletin, contact Spartan Fire, LLC. Customer & Product Support Group.

All applicable industry safety standards must be followed when performing work identified in this procedure.

Attention!

Take photos of each lower arm bolt before disassembly, along with a photo of the IFS data label on the driver's side air bag pedestal, and a photo of the VIN data label under the center dash lid. Email photos to andy.haigh@spartanmotors.com. Submission of photos above is required for payment of claim.

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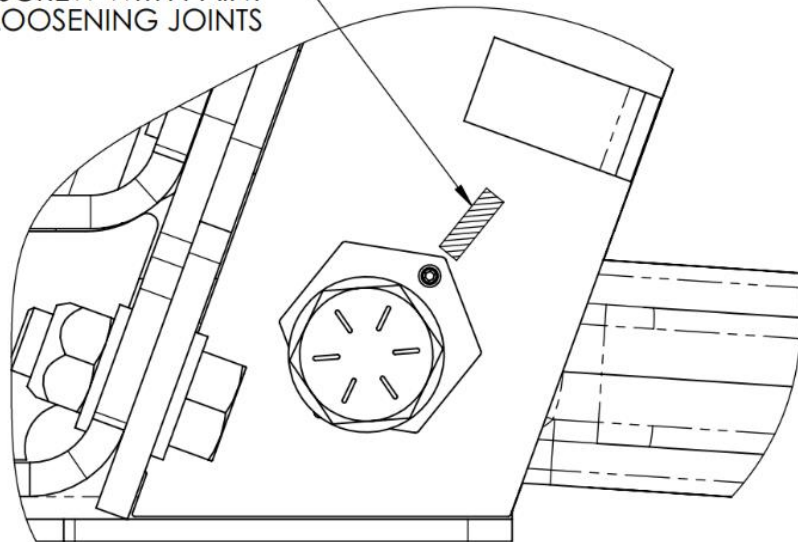


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Step By Step Instructions

1. Using industry standard equipment, safely lift and support the truck frame per chassis builder direction, just high enough to exhaust the air springs. Lifting the truck too much will make the job more difficult.
2. Mark the orientation of all 8 alignment eccentrics, shown below.

MARK POSITION OF ALL ECCENTRICS
IN LINE WITH SET SCREW WITH PAINT
PEN OR SIMILAR BEFORE LOOSENING JOINTS



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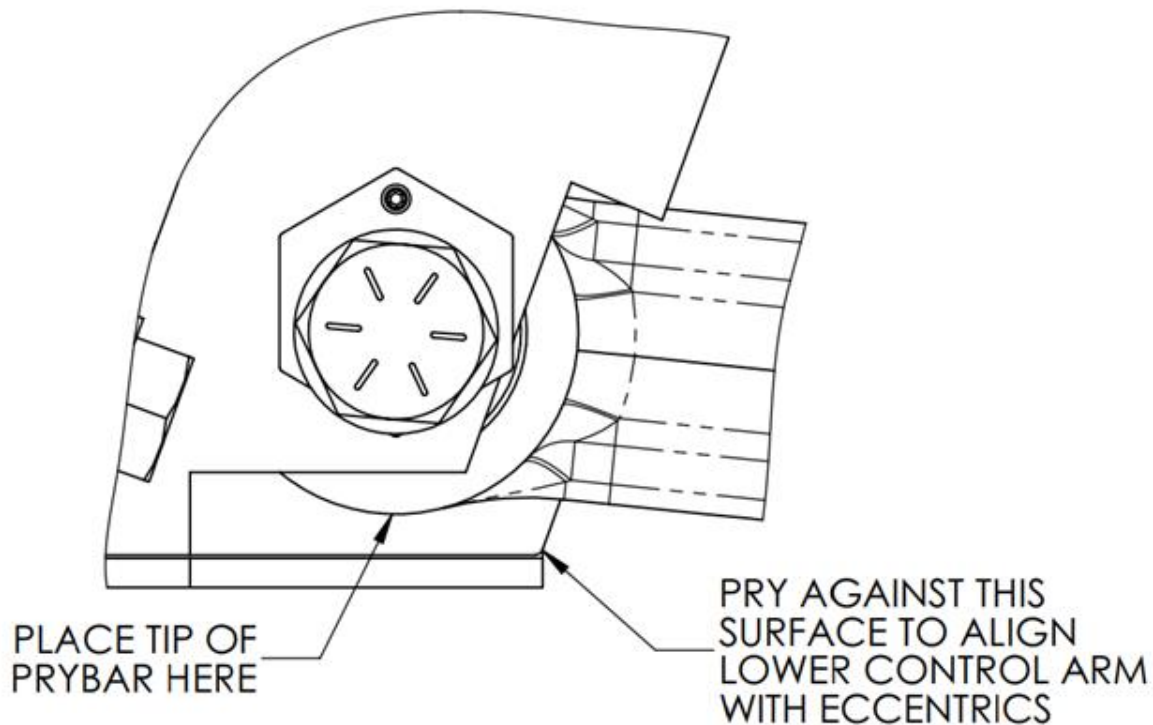


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3. Loosen all the lower control arm bolts just enough that the eccentrics can be adjusted if necessary. Note; the next step will be easier if all the eccentrics are returned to the neutral (12 O'clock position). A pry bar placed under the control arm can help with lining up the holes for bolt installation.



4. One at a time remove and discard the original LCA bolt, nut and washers and replace with the new bolt, nut and washers provided. Ensure that the washers within the cradle pocket are in place with the bolt capturing them.
- Make sure both eccentrics engage the cradle and snug up the bolt enough to keep the eccentrics engaged with the cradle.

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5. Once all 4 bolts have been replaced, rotate the eccentrics to the position previously marked. Position the suspension at ride height.
6. Torque all 4 bolts to 475 ft/lbs. applied to the bolt head.

Note: Provided all eccentrics are positioned as originally found no alignment will be required. Alignment expenses incurred will not be covered.

Note: All claims must include:

- 1) Photos of all four original bolts prior to removal
- 2) Photo of the Truck VIN data label under center dash cover or sunvisor
- 3) Photo of the IFS data label with serial number. Located on drivers side air bag mount
- 4) Copy of the service order
- 5) In Service Date
- 6) Repair date
- 7) Mileage

**Send all information above to: andy.haigh@spartanmotors.com
If photos are not provided, invoices cannot be processed for payment**

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