



## **IMPORTANT: Safety Recall**

### **SAFETY – RECALL – 24010 (24V-507)**

Dear Final Stage Manufacturer,

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.

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

On the affected vehicles, the independent front suspension (IFS) assembly has 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.

#### **Corrective Action:**

Replace the affected eccentric bolts with a Grade 9 Lawson bolt. There is no cost to the vehicle owner for the recall remedy.

Estimated time for the remedy may be up to 2 hours to complete. Complete the work per instructions in the service bulletin.

#### **What should the final stage manufacturer do?**

On the attached document, you will find a list of chassis cabs Spartan has sold to you. If you agree the identified chassis, contains a safety defect, you are reminded of your responsibility to notify the National Highway Traffic Safety Administration (NHTSA) in accordance with 49CFR573. **It is a violation of federal regulation to sell a vehicle subject to a safety recall without the recall first being remedied.**

Contact Spartan Fire, LLC Customer Product Support group to have the work scheduled and completed at no charge to you or our mutual customer.

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



**What will Spartan Fire, LLC do?**

Spartan Fire, LLC will identify work with you and affected owners to identify a service center near you and schedule the work to be completed.

For questions regarding warranty claims, please call **1-800-867-6478**.

We regret any inconvenience this situation may cause. Spartan is committed to customer safety and satisfaction.

Sincerely,