



## **IMPORTANT: Safety Recall**

### **SAFETY – RECALL – 24014 (24V-799)**

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

#### **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:**

Inspect the cab tilt cylinders to determine if the trucks are affected and replace the cylinders if they are determined to be non-conforming. There is no cost to the vehicle owner for the recall remedy.

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. 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 work with you and affected owners to identify a service center near you and schedule the work to be completed.

For questions regarding this defect or a warranty claim, please contact Andy Haigh at [andy.haigh@spartanmotors.com](mailto:andy.haigh@spartanmotors.com) or call **1-517-588-4162**.

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

Sincerely,

Spartan Fire